

**WORKFORCE DEVELOPMENT
BOARD MEMBERS**

STACI ANDERSON
PRO Youth and Families

EDWARD W. BAKER
Alto Ingredients, Inc.

AMANDA BLACKWOOD
Sacramento Metro Chamber of Commerce

N. LISA CLAWSON – Secretary/Treasurer
Kaiser Permanente

LYNN R. CONNER
Better Business Bureau

RONALD J. ELLIS
2SS.com

KEVIN FERREIRA
Sacramento Sierra's Building & Construction
Trades Council

KRISTIN GIBBONS
Department of Human Assistance

TROY GIVANS
County of Sacramento, Economic
Development

DAVID W. GORDON
Sacramento County Office of Education

MANDI HIGLEY
Tri-Tool, Inc.

LISA M. HUTCHINSON
DigiStream Investigations

MICHAEL JASSO
City of Sacramento

GARY R. KING
SMUD

KATHY KOSSICK
Sacramento Employment & Training Agency

CHRISTINE LASTER
Siemens

MATT LEGE
SEIU – United Healthcare Workers

FRANK A. LOUIE
Sacramento Asian Chamber of Commerce

JANET NEITZEL
Employment Development Department

DR. JAMEY NYE
Los Rios Community College District

RONALD R. ORR, JR.
VSP, Inc.

SHARON O'SULLIVAN
California Department of Rehabilitation

JOHNNY PEREZ
SAFE Credit Union

KARL PINEO
Ironworkers Local 118

FABRIZIO SASSO
Sacramento Central Labor Council

ANETTE SMITH – Vice Chair
Smith Associates

RICK WYLIE – Chair
Villara Building Systems



SACRAMENTOWORKS

**REGULAR MEETING OF THE
SACRAMENTO WORKS, INC. BOARD**

DATE: Wednesday, September 22, 2021

TIME: 8:00 a.m.

LOCATION:

<https://us02web.zoom.us/j/81550102810?pwd=d0Nvb0FNczUrbmlFSyszSWc2cHRQdz09>

In response to the Governor's Executive Order N-29-20 relating to the COVID-19 Pandemic, the Sacramento Employment and Training Agency Sacramento Works, Inc. Board is conducting this meeting on Zoom at <https://us02web.zoom.us/j/81550102810?pwd=d0Nvb0FNczUrbmlFSyszSWc2cHRQdz09>. Meeting ID: 815 5010 2810. Passcode: 682872. This meeting will be closed captioned. Members of the public may join the meeting by clicking the link above or typing the meeting address above into their web browser, or listen to the meeting by dialing any of the following telephone numbers: One tap mobile +16699006833,81550102810# US (San Jose). Dial by your location: +1 669 900 6833 US (San Jose). Find your local number: <https://us02web.zoom.us/j/81550102810?pwd=d0Nvb0FNczUrbmlFSyszSWc2cHRQdz09>. Members of the public are encouraged to participate in the meeting by submitting written comments by email to: Monica.Newton@seta.net. Any member of the public who wishes to speak directly to the board regarding any item on the agenda may contact Monica Newton at (916) 263-3753, or Monica.Newton@seta.net. Please include in your request on which item you would like to participate. Additionally, during the meeting, any questions or comments may be submitted via the Q&A or chat features on Zoom. Public comments will be accepted until the adjournment of the meeting, distributed to the Sacramento Works members, and included in the record.

Closed captioning will be available. This document and other Board meeting information may be accessed through the Internet by accessing the SETA home page: www.seta.net

AGENDA

PAGE NUMBER

I. Call to Order/Roll Call

➤ Client Success Story: Mr. Carlin Chambers

II. Consent Items (2 minutes)

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Regular Meeting**

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1.	Chair	
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4.	Public Participation	
VI.	<u>Adjournment</u>	

DISTRIBUTION DATE: Tuesday, September 14, 2021

ITEM II-A – CONSENT

APPROVAL OF MINUTES OF THE JULY 28, 2021 REGULAR MEETING

BACKGROUND:

Attached are the minutes of the July 28, 2021 regular meeting for review.

RECOMMENDATION:

That your Board review, modify if necessary, and approve the attached minutes.

REGULAR MEETING OF THE SACRAMENTO WORKS, INC. BOARD

Minutes/Synopsis

(The minutes reflect the actual progression of the meeting.)

Meeting held electronically

Wednesday, July 28, 2021
8:00 a.m.

I. Call to Order/Roll Call

Mr. Rick Wylie called the meeting to order at 8:02 a.m.; while awaiting members to arrive, Mr. Wylie asked that the Client Success Story be reviewed.

- Client Success Story: Mr. Benjamin Murti introduced Ms. Jileen Vue, a participant in the Health Education Council's Peers Helping Peers internship program. This program provides opportunities for those interested in career pathways in mental health and social services. Ms. Vue started as a participant, then an intern, and is now instrumental in developing the program; she has been a tremendous influence on the lives of the participants. Ms. Vue reviewed her progress through the program and how it has provided a career path for her. PHP served as a bridge to future employment opportunities.

The roll was called and a quorum was established at 8:11 a.m.

Members Present: Staci Anderson, Lisa Clawson, Troy Givans, David Gordon, Mandi Higley, Lisa Hutchinson, Michael Jasso, Gary King, Kathy Kossick, Matt Lege', Frank Louie, Janet Neitzel, Ronald Orr, Anette Smith, Rick Wylie, Ron Ellis (joined at 8:27 a.m.), Johnny Perez (joined at 8:35 a.m.)

Members Absent: Edward Baker, Amanda Blackwood, Lynn Conner, Kevin Ferreira, Kristin Gibbons, Christine Laster, Dr. Jamey Nye, Sharon O'Sullivan, Karl Pineo, Fabrizio Sasso

- Introduction of New Member: Ms. Lisa Hutchinson introduced herself. Ms. Hutchinson has been in HR for 30 years, both in the private and public sector. She was a member of the Golden Sierra Workforce Board and the Placer County Board of Economic Development.

II. Consent Items

- A. Approval of Minutes of the May 26, 2021 Regular Meeting
- B. Approval of the Employer Outreach Budget for PY 2021-2022

The consent items were reviewed; no questions or comments.

Moved/Clawson, second/Hutchinson, to approve the consent items as follows:

- A. Approve the May 26, 2021 minutes.
- B. Approve the Employer Outreach budget for PY 2021-2022.

Roll call vote:

Aye: 15 (Anderson, Clawson, Givans, Gordon, Higley, Hutchinson, Jasso, King, Kossick, Lege', Louie, Neitzel, Orr, Smith, Wylie)

Nay: 0

Abstentions: 0

Absent: 12 (Baker, Blackwood, Conner, Ellis, Ferreira, Gibbons, Laster, Nye, O'Sullivan, Perez, Pineo, Sasso)

III. Action/Discussion Items

- A. Review and Discussion on Results of the Survey of Sacramento Works Priorities

Ms. Anette Smith thanked board members for responding to the survey to determine where our efforts should be focused. Board members will do a deeper dive into the topics at the upcoming retreat. Mr. King is looking forward to the discussion at the retreat. Ms. Clawson was surprised that digital literacy was so low since all organizations need computer-literate employees. Ms. Kossick reported that the Executive Committee is looking at doing a half-day retreat. At this time, we are not sure if it will be on Zoom or in person. Staff will send out a Doodle poll to determine when this can be done.

- B. Discussion of 2021-2022 California Workforce Development Board and Other State-Funded Workforce Development Initiatives

Mr. Roy Kim stated that there is a lot of state investment in workforce programs so this is a good time to have a retreat. The new state budget programs will be reviewed. Dr. Cynthia Sommer will be joining us to discuss the community college system's involvement in workforce programs.

Historically, the state has not heavily invested in workforce programs. There is an additional \$75 million to expand the High Road Training program; an additional \$25 million for partnerships between workforce boards and community colleges; \$25 million for Regional Equity and Recovery where regional workforce boards are the applicants but the projects will be partnerships through the community college system.

The Prison to Employment Initiative was reprogrammed for an additional \$20 million. AB1111 (partnerships between CBOs and workforce boards) was reprogrammed for \$30 million. The Learn and Earn program for residential construction was reprogrammed in the amount of \$10 million.

Mr. Ellis joined the meeting at 8:27 a.m.

Dr. Cynthia Sommer, Los Rios Community College District, coordinates workforce development programs across four campuses. Los Rios received two Department of Labor grants focusing on apprenticeship (\$5 million) and a Strengthening Community College training grant focusing on business information workers. Other federal funds received include Perkins V and the American Jobs Plan. The state initiatives were reviewed. The California Apprenticeship Initiative funds focus on Healthcare and IT. The High Road Training Partnership program is being developed for paraprofessionals. The ETP funds are working to build employer collaborations. Los Rios is involved in City and District programs. The Refugee Career Pathways Grant (\$5 million) is for targeted enrollment and working with resettlement agencies to assist refugees.

Mr. King thinks the board needs to consider what the most pressing needs are for the region. As we get funds and see funding opportunities, it is important to distinguish what opportunities are flexible so we can shape it to what may be the most prevalent needs in our community. Ms. Smith stated that this can be discussed at our retreat.

C. Discussion of American Rescue Plan Funds

Ms. Kossick reported that we have been requested to coordinate the ARP funds efforts toward workforce development between the City and County of Sacramento. A significant amount of funds will be coming to the area. Michael Jasso and Troy Givans will share where the city and county stand with this new funding source.

Mr. Troy Givans, County of Sacramento Economic Development, reported that the Board of Supervisors met to consider distribution of \$150 million for the first tranche of ARP funds. The County engaged a consultant to determine how to maximize the funds and figure out different priorities. Staff is getting guidance on a regular basis to determine what are the priority areas and what we can fund. Staff asked the board for feedback. The County went through a community needs survey and over 1,500 responses were received. The same survey was done internally among county departments. Of the responses, the number one priority was housing and homelessness. Health and management of the pandemic affecting businesses was another priority. This could be in direct support to businesses that have been impacted. Another priority was infrastructure, broadband, and education which was included in the legislation. County residents comprised 80% of the responses and the remainder were from community-based service providers. The response rate was on the high side compared to similar surveys done nationwide. Each board member wanted to have some district control over a portion of ARP funds; \$25 million will be set aside to allow staff to return with proposals to utilize the funds. Another \$125 million is being planned to address the priorities. The County will be partnering with the City and SETA to determine the distribution of ARP funds.

Mr. Michael Jasso reported that the City of Sacramento is trying to build on some of the lessons learned under CARES. Under the CARES funding, the City Council dedicated \$10 million toward workforce development efforts and youth-based efforts. Staff went out to the community and funded 29 organizations and 2,000 individuals were served with CARES funds. Over the last 6 months, staff have been meeting with stakeholders to determine workforce needs and gaps. All of the recommendations and findings were compiled into a document and there were many recommendations for the city and county to align efforts. On August 10, the City will be deliberating the use of ARP funds and what it allows; it's an evolving landscape. The City received \$56 million of the \$112 million allocation. We have to be cautious that the remaining \$56 million may not be received depending on how the Biden infrastructure plan goes. City Council will be deliberating general areas of where the funds should be focused. Based on that information, staff at the City Manager's office will hold a workshop on August 27 on 'what did we learn' which will include recommendations from the stakeholder meeting. There may be areas to assist us in workforce development programs to do jointly with the county. ARP is different from CARES since the CARES funds had a very short amount of time to spend the funds. The City will receive ARP funds in two tranches and they do not expire until 2024. ARP funds are focused on recovery. We are trying to concentrate on areas of growth for the City. The City is particularly invested in the opportunities that Aggie Square offers. This will be a continuing discussion.

Mr. Givans stated that we want to be deliberate in focusing where the funds go with ARP. We have the ability to be thoughtful and deliberate in focusing the funds. He is looking forward to the continued engagement with the community.

Ms. Kossick suggested that an update at our September meeting would be appropriate. SETA is currently engaged with discussions with the City and County on ARP funds.

D. Business Implications of COVID-19 on Board Members

Ms. Mandi Higley stated that Tri Tool, Inc., pre-pandemic, was in the process of a CEO search. It was the first time there was an outside search for a CEO. They were overstaffed and the pandemic forced them to make difficult decisions like letting 20 people go. It showed them what can be done with fewer people. They have been more successful in 2020 with fewer people. They developed new products. Her company has not had many COVID cases and they made sure that they followed the CDC requirements. The pandemic helped them to become more efficient, cross train staff, and be more profitable. It created efficiencies that did not exist prior to the pandemic.

Mr. Givans reported that over 800 food facilities have permanently or temporarily been closed. The county permits and inspects all food facilities in the county.

There are a number of facilities behind on permits and fees; the county is working with restaurants to pay their back fees. It has been significantly impacted. Some of the adjacent counties are considering mask mandates again. The County Executive has discussed with public health officers the need to require mask mandates again. There has been a significant number of COVID exposures over the past few weeks. The 'breakthrough' patients are having less severe issues. It is possible that mask mandates will be required by the end of the week.

Mr. Wylie reported that a lot of his employees are not vaccinated. He is trying to have his safety team come into their facility to offer the vaccine there. So far, his team has not found such an opportunity. It would be so efficient to have the vaccines available on site. Ms. Clawson will talk to her vaccine team to find out options.

Mr. Givans stated that the County has a couple of mobile vaccine units; he will talk to the public health department. It is possible one of the units can be used to provide vaccinations for his staff. Mr. Givans will research and get back to Mr. Wylie.

Ms. Lisa Hutchinson will be speaking at the next meeting.

IV. Information Items

- A. Dislocated Worker Report: Mr. William Walker stated that the most recent layoffs are permanent layoffs rather than temporary.
- B. Employer Recruitment Activity Report: Mr. William Walker did some research on job postings for the region. A report from the Center of Excellence for 4/21 – 6/21 showed that there were 31,923 job postings. Of those postings, 11,000 were in the healthcare industry; the next highest was hospitality and tourism. On the employer activity report, it would be great to have all activities and postings through Sacramento Works. Most of the postings Sacramento Works received is for the public sector. Mr. Wylie stated that this shows that most local employers do not see Sacramento Works as a partner or option for employee recruitment.
- C. Unemployment Update/Press Release from the Employment Development Department: No additional report.
- D. Committee Updates
 - ✓ Youth Committee: Mr. Gordon reported that the next meeting is scheduled for August 19.
 - ✓ Planning/Oversight Committee: Mr. Kim stated that there will be a September 15 meeting.
 - ✓ Employer Outreach Committee: Mr. Ellis reviewed the most recent meeting. The EOC identified a vendor to provide an on-line seminar on *Conducting an Effective Virtual Meeting*. In addition, the EOC is looking

for a few specific members to add to the committee. We want to add members from small and medium-sized employers.

- ✓ Board Development Committee: Ms. Lisa Clawson urged board members to look among their colleagues for potential members.

V. Other Reports

1. Chair: None.
2. Members of the Board: None.
3. Counsel: No report.
4. Public Participation: None.

VI. Adjournment: The meeting was adjourned at 9:28 a.m.

ITEM II-B - CONSENT

APPOINTMENT OF YOUTH COMMITTEE MEMBERS

BACKGROUND:

The Sacramento Works Board's Youth Committee is responsible for the planning and procurement of the Workforce Innovation and Opportunity Act (WIOA) youth services. The Sacramento Works Youth Committee seeks to develop a continuum of services to engage youth in the workforce system, works with community partners to coordinate youth initiatives, and is responsible for the oversight of youth providers. WIOA requires no minimum or maximum number of representatives on the Youth Committee.

The WIOA and the State of California have identified the following categories of membership on the Youth Committee:

- Members of the local board with special interest or expertise in youth services or policy;
- Representatives of youth service organizations, including juvenile justice and local law enforcement agencies;
- Representatives of local public housing organizations;
- Education representatives;
- Parents of local youth seeking assistance under WIOA;
- Youth, including former participants and representatives of organizations that have experience relating to youth activities; and
- Representatives of the Job Corps.

Ms. Lisa Hutchinson, the Human Resources Team Leader at DigiStream Investigations, has been serving on the Sacramento Works Board since July, 2021 and has an interest in serving on the Youth Committee. The Operating Agreement for the Implementation of the Workforce Innovation and Opportunity Act between Sacramento Works, Inc. and the Governing Board of the Sacramento Employment and Training Agency requires that both parties approve appointments of Youth Committee members. Ms. Hutchinson's application (which was her original application for board membership) will be sent under separate cover.

In addition, an application was received from Ms. Jacqueline White, Assistant Superintendent, Court/Community Schools & CTE for SCOE. Ms. White was recruited by Dr. Matt Perry from SCOE, due to his impending retirement. Her application is also sent under separate cover.

RECOMMENDATION:

Approve the appointment of Ms. Lisa Hutchinson and Ms. Jacqueline White to the Sacramento Works Youth Committee.

PRESENTER: Terri Carpenter

ITEM III-A – ACTION/DISCUSSION

ELECTION OF OFFICERS

BACKGROUND:

Article IV of the Bylaws of Sacramento Works, Inc. defines the officers of the corporation and the duties of each officer of the corporation. The bylaws state that the Chairperson of the Board is limited to four (4) successive terms. The last election of officers occurred May 27, 2020. Current Chair Rick Wylie has appointed a Nominating Committee to recommend a slate of officers to the full Board.

The Nominating Committee (Lynn Conner, Kathy Kossick, Rick Wylie, and Gary King) will be providing recommendations for the following positions:

- Chairperson
- Vice-Chairperson
- Secretary-Treasurer

RECOMMENDATION:

Review the recommendations of the Nominating Committee and take appropriate action.

ITEM III - B – ACTION/DISCUSSION

APPROVAL TO TRANSFER WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) DISLOCATED WORKER FUNDS TO ADULT FUNDS, PROGRAM YEAR (PY) 2021-22, AND AUTHORIZE STAFF TO SUBMIT A REQUEST TO THE STATE OF CALIFORNIA, EMPLOYMENT DEVELOPMENT DEPARTMENT

BACKGROUND:

This item addresses the transfer of Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker funds to Adult funds for Program Year (PY) 2020-21. WIOA, signed into law July 22, 2014, allows Local Workforce Development Boards (LWDBs), with approval from the Governor, to transfer up to and including 100 percent of the funds allocated for Adult and Dislocated Worker programs in order to maximize customer service and provide local boards with greater flexibility to respond to changes in their local labor markets and the demonstrated needs of each unique population. WIOA funds transfer limitations can be found in WIOA, Section 133(b)(4).

Each year, eligible dislocated workers are served under SETA's adult funding stream. By alleviating staff and service providers of the labor-intensive eligibility, data collection, accounting and reporting procedures required when serving customers under the Dislocated Worker funding stream, more effort can be focused on education, training, and job development services.

Consistent with the State of California, Employment Development Department's (EDD) Workforce Services Directive WSD15-23, Transfer of Funds – Adult/Dislocated Worker Programs, issued on March 29, 2016, staff is recommending that the Board authorize the transfer of up to 80 percent of SETA's total WIOA Dislocated Worker formula allocation to the Adult program for PY 2021-22.

SETA's WIOA, Title I, Adult and Dislocated Worker formula allocations for PY 2021-22 are:

Adult -	\$3,183,606
Dislocated Worker -	<u>\$3,125,791</u>
	\$6,309,397

The amount of Dislocated Worker funds to be transferred to the Adult allocation for PY 2021-22 will be up to \$2,500,633. Before facilitating the transfer, SETA will obtain written approval from EDD, Workforce Services Division, which has been delegated authority to act on behalf of the Governor.

The Sacramento Works Planning/Oversight Committee will take action on this item on September 15, 2021.

ITEM III-B – ACTION/DISCUSSION (continued)

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RECOMMENDATION:

Approve the transfer of up to 80 percent, or \$2,500,633, in WIOA Dislocated Worker formula funds to the WIOA Adult formula funding stream for PY 2021-22, and authorize staff to submit a request to the State of California, EDD.

ITEM III - C – ACTION/DISCUSSION

APPROVAL TO SUBMIT WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA), SELF-ASSESSMENT REPORTS TO THE CALIFORNIA WORKFORCE DEVELOPMENT BOARD FOR CERTIFICATION OF AMERICA'S JOB CENTERS

BACKGROUND:

On December 7, 2020, the California Workforce Development Board (CWDB) finalized Workforce Services Directive (WSDD-218), which provides guidance and establishes procedures regarding certification of comprehensive and affiliate/specialized America's Job Center of California (AJCC) locations. The Directive is intended to implement three key WIOA regulatory requirements for AJCC certification: 1) effectiveness of the AJCC, 2) physical and programmatic accessibility for individuals with disabilities, and 3) continuous improvement.

The Directive describes two levels of AJCC certification: 1) The "Baseline" Criteria and "Indicator Assessment." The "Baseline" Criteria is intended to ensure that every AJCC is in compliance with WIOA statutory and regulatory requirements; 2) The "Indicator Assessment" is intended to encourage continuous improvement by identifying areas where an AJCC is exceeding quality expectations, as well as areas where improvement is needed.

Where Local Boards also function as the One-Stop Operator, the CWDB must certify the AJCC(s). Under this process, Local Boards must conduct an initial self-assessment and submit the results to the CWDB, whereupon the CWDB will make an official decision on the certification status of each AJCC by December 17, 2021.

Attached electronically under separate cover for review and approval, are the draft AJCC Baseline Criteria and Indicator Assessments for all AJCCs.

Staff will be available to answer questions.

RECOMMENDATION:

Approve the submission of the Workforce Innovation and Opportunity Act, self-assessment reports to the California Workforce Development Board for certification of AJCCs.

ITEM III – D- ACTION/DISCUSSION

CONTINUING DISCUSSION ON RESULTS OF THE SURVEY OF SACRAMENTO
WORKS PRIORITIES

BACKGROUND:

In late June, a survey was sent out to all Sacramento Works Board members requesting input on the top priority areas for the Sacramento Works Board to focus on in the coming year.

Board members had an initial discussion at the July 28 Meeting, and requested that staff provide a matrix of current funding sources to accompany the list of priority areas (see attached).

This item provides an opportunity for board members to continue to discuss the future focus of staff and board efforts regarding identified priority areas.

**SETA Workforce Development Department
Grants/Programs**

Submitted and Pending Grants	Amount Requested	Area of Focus
CAREER National Dislocated Worker: Provide workforce development services to laid off workers impacted by COVID.	\$3,000,000	1, 2, 4, 7, 9
Employment Training Panel (ETP): Incumbent Worker Training Program involving work readiness, skills training and work experience.	\$450,000	1, 2, 4, 9
Grants Received/Continued 2021-2022	Amount Received	Area of Focus
WIOA Adult/Dislocated Worker: funds the 14 Sacramento Works Job Centers that provide comprehensive workforce development services throughout Sacramento County.	\$6,309,397	1, 2, 3, 4, 5, 6, 7, 8, 9
WIOA Youth: provides work experience and other services to disadvantaged youth with a focus on Out-of-School Youth.	\$3,276,030	1, 2, 3, 4, 6, 7, 8, 9
WIOA Regional Planning: provides Regional Planning activities including industry sector convenings, labor market research, digital inclusion initiative, and capacity building.	\$385,000	1, 2, 3, 4, 5, 6, 7, 9
WIOA High Performance Board: incentive funds for high performance.	\$3,846	9
Community Services Block Grant (CSBG): funds case managed self-sufficiency and safety net services.	\$1,850,129	1, 2, 3, 4, 6, 8
CSBG CARES Act: additional CSBG funds for customers impacted by COVID.	\$2,511,191	1, 2, 3, 4, 5, 6, 8
Refugee Social Services (RSS): provides employment services to newly arriving refugees.	\$4,890,943	1, 2, 3, 6
RSS COVID: provides financial support for refugees impacted by COVID.	\$717,359	5, 6
P3: Provide services to homeless and foster youth as part of a broader collaborative with SHRA, SSF and other partners.	N/A - leverage	2, 3, 6, 8
Summer Training and Employment Program for Students (STEPS): Provide internships and workforce services to youth with disabilities.	\$350,000	1, 2, 3, 6, 8
Veterans Employment-Related Assistance Program (VEAP): Provide services to veterans, strengthen linkages with businesses in high-demand industries and develop sector strategies. Project focuses on utility and manufacturing sectors.	\$500,000	1, 2, 3, 4
National Disaster Workforce Grant – ER: provides workforce development services to worker laid off due to COVID, with a focus layoffs in the Retail and Hospitality sectors.	\$300,000	1, 2, 3, 4, 5, 6
One-Stop Share of Cost: Sacramento County DHA awards SETA a One-Stop Share of Cost contract, reimbursing Sacramento Works for the services provided to aided customers.	\$911,743	2, 3, 6
Los Rios Strong Workforce Initiative: Co-locate Job Center staff at the four Los Rios community colleges to provide workforce development services.	\$201,769	1, 2, 3, 4, 6

**SETA Workforce Development Department
Grants/Programs**

Prison 2 Employment: Provide recidivism reduction training and development program targeting the supervised population.	\$598,823	1, 2, 3, 4, 6
Disability Employment Accelerator: provides workforce development services emphasizing earn and learn activities to customers with disabilities.	\$350,000	1, 2, 3, 4, 6
Ticket-to-Work: provides employment services to SSI/SSDI recipients.	\$200,000	2, 3, 4, 6
City Community Workforce Training Agreement: provides eligibility determinations and documentation on behalf of the City of Sacramento, contractors and subcontractors, and union hiring halls to determine whether workers are residents of the Local Area and/or Priority Apprentices.	\$120,000	1, 3, 4, 6
Workforce Accelerator 9.0: establish an apprenticeship program that addresses the shortages and provides career pathways in paraprofessional to licensed occupations in Mental and Behavioral Health.	\$250,000	1, 2, 3, 4, 6
Anthem Foundation: provides workforce development and wraparound services to homeless customers.	\$70,000	1, 2, 3, 4, 6
Peers Helping Peers: Mental Health Services Act funds that provide workforce development services to youth involved in the mental/behavioral health system.	\$190,112	1, 2, 3, 4, 6, 8
Senate Bill 1: Regional pre-apprenticeship training aligned with MC3 curriculum focused on meeting the regional construction and energy efficiency occupational demand.	\$680,500	1, 2, 3, 4, 6
SMUD Summer Youth Employment Program: funded by SMUD to recruit, assess, and case manage summer internship program for 25 high school students.	\$150,000	1, 2, 3, 4, 8
This Way OnWard: provides internships for youth at Old Navy stores.	\$14,550	1, 2, 3, 4, 6, 8
Total*	\$28,281,392	

* Amounts represent various grant terms that span multiple fiscal years.

Tally of Survey for Sacramento Works Priorities

	Area of Focus	Number of Votes
1	Employer Engagement	15
2	Career Pathways Development	14
3	Alignment of Internal and External Workforce/Education Programs	12
4	Quality Jobs	10
5	Promotion of Economic Recovery	7
6	Race/Equity Inclusion	7
7	Digital Literacy Access & Training	4
8	Youth Engagement	4
9	Promotion of Sacramento Works	2

ITEM III- E – ACTION/DISCUSSION

BUSINESS IMPLICATIONS OF COVID-19 ON BOARD MEMBERS

BACKGROUND:

This item provides an opportunity for selected board members to share from their perspective where their business has been, what is its current status, and where it is going based upon the economic conditions due to the pandemic.

ITEM IV-A – INFORMATION
WIOA PERFORMANCE REPORT

BACKGROUND

Attached is a WIOA Performance Report, for the fiscal year ending June 30, 2021. Staff will be available to answer questions.

[Submit a bug or request an addition](#)*Cal Jobs data is 7 day old.***AJCC Summary Performance**

Fiscal Year 2020 - 2021 (July 1, 2020 - June 30, 2021)

Thursday, August 26th 2021 10:45:26 am

[Download](#) [Options](#)

AJCC Summary Performance Q4
07/01/2020 - 06/30/2021

Career Center	New Enrollments	YTD Enrollments	YTD Goal	New Enrollments / YTD Goal	YTD Enrollments / YTD Goal	Annual Goal	YTD Enrollments / Annual Goal
Asian Resources AJCC	81	144	140	57.9%	102.9%	140	102.9%
Crossroads Diversified AJCC	90	91	112	80.4%	81.3%	112	81.3%
Elk Grove USD AJCC	65	161	113	57.5%	142.5%	113	142.5%
Folsom Cordova AJCC	60	114	140	42.9%	81.4%	140	81.4%
Franklin AJCC	105	193	320	32.8%	60.3%	320	60.3%
Fruitridge Community Collaborative AJCC	46	46	120	38.3%	38.3%	120	38.3%
Galt AJCC	38	59	75	50.7%	78.7%	75	78.7%
Greater Sacramento Urban League AJCC	132	155	138	95.7%	112.3%	138	112.3%
Hillsdale AJCC	94	291	320	29.4%	90.9%	320	90.9%
La Familia AJCC	95	147	116	81.9%	126.7%	116	126.7%
Lao Family AJCC	134	134	125	107.2%	107.2%	125	107.2%
Mark Sanders AJCC	79	160	284	27.8%	56.3%	284	56.3%
Mather AJCC	14	36	107	13.1%	33.6%	107	33.6%
Sac City USD AJCC	41	129	111	36.9%	116.2%	111	116.2%
System Totals	1074	1860	2221	48.4%	83.7%	2221	83.7%

BAMBOO

AJCC Summary Performance
Simplified Program Performance

ITEM IV – B- INFORMATION
SUMMARY OF YOUTH INITIATIVES PY 2020-2021

BACKGROUND:

Summer Training and Employment Program for Students (STEPS)

In April 2020, the Department of Rehabilitation awarded SETA \$350,000 in WIOA Title IV funds to serve 70 In-school youth ages 16-21 with disabilities. The Elk Grove Unified School District, Sacramento City Unified School District, San Juan Unified School District, Twin Rivers Unified School District, and the Los Rios Community Colleges partnered with SETA to refer students with disabilities to the SETA STEPS program. The SETA STEPS program provided 40 hours of 21st Century work skills training with placement in a paid work experience at \$14.00 per hour for 175 hours.

Outcomes:

While the Pandemic presented recruitment challenges, SETA was able to enroll 58 students in the program with 100% completing the training and the paid work experience component of the program.

Additionally, the following students secured permanent jobs through the program:

Youth	Employer	Rate	Start Date
D.M.	Rite Aid	\$14.00/hour	2/16/21
J.C.	Amazon	\$14.00/hour	2/20/21
I.A.	Walgreens	\$14.00/hour	4/07/21
L.N.	Little Caesars	\$14.00/hour	4/03/21
I.C.	Taco Bell	\$14.00/hour	4/08/21
J.O.	Shop Heroic	\$14.00/hour	5/03/21

Gap Inc./Old Navy This Way Onward

In January 2019, SETA was selected as the Community Partner for the Gap Inc.'s, This Way Onward program in Sacramento. SETA received grant funding to operate the program for three years. For Program year 2020-2021 SETA recruited, trained and supported 36 interns to be placed in a 10-week paid internship program with The Old Navy stores.

Outcomes:

After completion of the internship, 23 interns received offers for ongoing employment as Brand Associates at \$14.00/Hour.

SMUD High School Internship Program

ITEM IV-B – INFORMATION (continued)

Page 2

In April 2019, SETA was awarded a three-year contract to coordinate SMUD's High School Internship Program. Each year 25 students are selected from area high schools to participate in a six-week internship at SMUD. Interns work in a wide variety of departments including Human Resources, Security Operations, Substation Maintenance, Communications, Marketing and Community Relations, and IT Operations. Due to the pandemic, in 2021 five students were selected to participate in the program.

Outcomes:

SETA assisted five students prepare for the internship interview. This two-day session assists students with the completion of a resume, interview preparation including mock interviews, how to dress for an interview, and each student completes a video resume. After the interview process, the five selected students attend a 3-day workplace skills training to prepare for their internship at SMUD. Interns receive hands-on training in team building, business communication, financial literacy, and peer-to-peer learning using the New World of Work curriculum on digital fluency, collaboration, adaptability and resiliency.

Peers Helping Peers (PHP)

On March 13, 2020, the Health Education Council in partnership with SETA submitted a funding request in the amount of \$500,000 to implement the Peers Helping Peers program to meet mental health needs in priority communities. On May 31, 2020, The Health Education Council was awarded \$500,000 to execute the Peers Helping Peers program.

SETA, as a subcontracted partner to the Health Education Council, is assisting with the recruitment, work readiness preparation, internship placement and case management of 90 system-involved youth ages 18-24. The program is funded through May 2022.

The Peers Helping Peers Program goals include: (1) Reduce mental health stigma; (2) Train system-involved youth to be Community Mental Health Navigators to navigate the mental health system and; (3) Provide exposure to mental health careers. The program will provide a 45-hour training to mirror the mental health challenges faced by system-involved youth in our community. Once the youth participants complete the training, they will be placed in a mental health related 40 hour paid work experience opportunity.

Outcomes:

ITEM IV-B – INFORMATION (continued)

Page 3

Four cohorts of 20 students have completed the 7-week training sessions with topics that include:

- *Mental health & its links to culture and racism*
- *Mental health basics*
- *Trauma & resilience*
- *Substance abuse*
- *Healthy relationships*
- *Workforce readiness*

After graduation from the seven-week training, youth earn a \$300 stipend and are connected to a paid 40-hour internship at \$14.00/hour. Interns are placed at local mental health and social service agencies to introduce youth to jobs in which they can use their lived experience to help others. Some of the placement agencies include, NAMI, Sacramento County, Cal Voices Warmline, Sobriety Brings a Change, and My Sister's House.

ITEM IV-C - INFORMATION

DISLOCATED WORKER REPORT

BACKGROUND:

The most current dislocated worker update is attached; staff will be available to answer questions.

PRESENTER: William Walker

Dislocated Worker Information PY 2021/2022

The following is an update of information as of September 13, 2021

EMPLOYER	SECTOR/INDUSTRY	DATE OF LAYOFF	STATUS	NO. OF AFFECTED WORKERS	REGION/ LOCATION	Contacted	COVID-19 Related
Sacramento Mattress King 4160 14th Avenue Sacramento, CA 95820	Manufacturing/Distribution	7/4/2021	Temporary	30	Sacramento, CA	Yes	N
Bag King 230 Palladio Parkway #1217 Folsom, CA 95630	Retail	7/12/2021	Permanent	12	Folsom, CA	Yes	N
Manuel Joseph Appliance Center 4711 Northgate Blvd. Sacramento, CA 958348/04	Retail	8/4/2021	Permanent	14	Sacramento, CA	Yes	N
Disney Store 1689 Arden Way Sacramento, CA 95815	Retail	9/30/2021	Permanent	20	Sacramento, CA	Yes	N
TOTAL				76			

ITEM IV-D - INFORMATION

EMPLOYER RECRUITMENT ACTIVITY REPORT

BACKGROUND:

Staff at Sacramento Works Job Centers and internal Employer Services staff work with local employers to recruit qualified employees. The most current update is attached.

Mr. William Walker will be available to answer questions.

PRESENTER: William Walker

SETA- Employer Activity Report

The following is an update of information as of September 13, 2021

EMPLOYER	CRITICAL CLUSTER	JOBS	# of Positions
Regional Industry/Occupational Cluster Keys: 1=Advanced Manufacturing; 2=Clean Economy;3=Construction; 4=Education and Knowledge Creation; 5=Food and Agriculture; 6=Health Services; 7=Information and Communication Technology; 8=Life Sciences; 9=Non-Critical Occupations			
Adecco	9	Quality Inspector	20
AlSCO, inc	9	Delivery Driver	5
	9	Office Clerk	1
	9	Production Associate	1
City Of Elk Grove	9	Associate Civil Engineer	1
	9	Community Center Attendant	1
	9	Forensic Investigator	1
	9	Human Resources Specialist	1
	9	Maintenance Specialist-Irrigation	1
	9	Police Recruit	1
	9	Purchasing Specialist	1
City of Sacramento	9	Administrative Officer	1
	9	Aquatics Recreation Coordinator	1
	9	Aquatics Specialist	1
	9	Assistant Camp Caretaker	1
	9	Assistant Camp Chef	2
	9	Assistant Code Enforcement Officer	1
	9	Building Monitor	1
	9	Camp Aide	2
	9	Camp Chef	1
	9	Camp Host	1

SETA- Employer Activity Report

The following is an update of information as of September 13, 2021

EMPLOYER	CRITICAL CLUSTER	JOBS	# of Positions
Regional Industry/Occupational Cluster Keys: 1=Advanced Manufacturing; 2=Clean Economy;3=Construction; 4=Education and Knowledge Creation; 5=Food and Agriculture; 6=Health Services; 7=Information and Communication Technology; 8=Life Sciences; 9=Non-Critical Occupations			
City of Sacramento	9	Camp Program Director	1
	9	Camp Recreation Leader	1
	9	Cashier - Aquatics	1
	9	Community Service Officer I	1
	9	Crew Leader, Landscape and Learning	1
	9	Development Services Technician I	1
	9	Development Services Technician II	1
	9	Dispatcher II	1
	6	Environmental Health & Safety Officer	1
	9	Equipment Mechanic I	1
	9	Equipment Mechanic II	1
	9	Events Duty Person	1
	9	Events Services Supervisor	1
	9	Events Services Supervisor -Guest Service Manager	1
	7	Information Technology Manager	1
	9	Junior Planner	1
	9	Legal Secretary - Litigation	1
	9	Legal Staff Assistant	1
	9	Lifeguard	1
	9	Park Maintenance Manager	1
	9	Park Maintenance Superintendent	1
	9	Police Officer	1
	9	Police Officer Recruit	2
	9	Pool Manager	1
	7	Principal Applications Developer	1
	9	Principal Budget Analyst	1

SETA- Employer Activity Report

The following is an update of information as of September 13, 2021

EMPLOYER	CRITICAL CLUSTER	JOBS	# of Positions
Regional Industry/Occupational Cluster Keys: 1=Advanced Manufacturing; 2=Clean Economy;3=Construction; 4=Education and Knowledge Creation; 5=Food and Agriculture; 6=Health Services; 7=Information and Communication Technology; 8=Life Sciences; 9=Non-Critical Occupations			
City of Sacramento	9	Program Coordinator	1
	9	Program Developer	1
	9	Program Manager	1
	9	Recreation Aide	1
	9	Senior Animal Control Officer	1
	7	Senior Applications Developer -PeopleSoft	1
	9	Senior Deputy City Attorney	1
	9	Senior Lifeguard	1
	9	Senior Recreation Aide-Summer Programs	1
	9	Stationary Engineer	1
	3	Street Construction Laborer	1
	9	Utility Worker	1
	2	Water Conservation Representative	1
Cordova Recreation & Parks District	9	Golf Course Maintenance Worker Aide	2
	9	Park Maintenance II	3
	9	Recreation Leader I - Teen Center	3
Department of Housing and Community Development	9	Housing Elements, Planning Grants & Incentives Manager	1
Food 4 Less	5	Assistant Manager	1
	5	Deli Clerk	1
	5	Floor General Clerk	1
	5	Loss Prevention Agent	1
	5	Meat Department Clerk	1
	5	Night Crew General Clerk	1
	9	Security Officer	1

SETA- Employer Activity Report

The following is an update of information as of September 13, 2021

EMPLOYER	CRITICAL CLUSTER	JOBS	# of Positions
Regional Industry/Occupational Cluster Keys: 1=Advanced Manufacturing; 2=Clean Economy;3=Construction; 4=Education and Knowledge Creation; 5=Food and Agriculture; 6=Health Services; 7=Information and Communication Technology; 8=Life Sciences; 9=Non-Critical Occupations			
HR TO GO	9	Administrative Assistant	1
Integrity Support Services Inc. DBA Employment Screening Resources	9	Verification Specialist	1
Legacy Wireless Services	7	Top Lead/Top Hand II	1
Los Rios Community College District	4	Accountant	1
	4	Associate Vice President of Equity, Institutional Effectiveness and Innovation	1
	4	Biology -Anatomy and Physiology- Assistant Professor	1
	4	Building Inspection Technology Adjunct Assistant Professor	1
	4	Chemistry Assistant Professor	2
	4	Child Development Center Lead Teacher	1
	4	Clerk III	1
	4	Confidential Human Resources Officer	1
	4	Counseling Clerk II	1
	4	Dean of Counseling & Student Services	1
	4	Director V of Degree Planning Initiatives	1
	4	Director IV of Workforce Development	1
	4	Early Childhood Education Assistant Professor	1
	4	EMT/Instructional Assistants	1
	4	Ethnic Studies Assistant Professor	1
	4	Financial Aid Officer	1
	4	Instructional Assistant - Music	1
	4	Instructional Services Assistant II	1
	4	Maintenance HVAC Mechanic	1
	4	Nursing RN Assistant Professor -Medical Surgical Focus	1
	4	Outreach Specialist	1
4	Psychology Assistant Professor	3	
4	Senior Information Technology Business/Technical Analyst	1	
4	Student Personnel Assistant - Contract Education	1	

SETA- Employer Activity Report

The following is an update of information as of September 13, 2021

EMPLOYER	CRITICAL CLUSTER	JOBS	# of Positions
Regional Industry/Occupational Cluster Keys: 1=Advanced Manufacturing; 2=Clean Economy;3=Construction; 4=Education and Knowledge Creation; 5=Food and Agriculture; 6=Health Services; 7=Information and Communication Technology; 8=Life Sciences; 9=Non-Critical Occupations			
Los Rios Community College District	4	Student Personnel Assistant - Counseling	1
	4	Student Personnel Assistant - Internship Developer	1
	4	Student Personnel Assistant - Student Services	1
	4	Student Support Specialist	1
	4	Student Support Supervisor	1
Milgard Manufacturing	1	Warehouse Worker	20
Modern Waste Solutions	9	Warehouse	3
Pacful, Inc.	9	Deliver Driver	1
	9	Order Puller/ Warehouse Associate	1
Packaging Corporation of America	1	Assistant Machine Operator	1
	1	General Labor Helper	5
	1	Machine Operator	1
Walmart	9	Power Equipment Operator	1
	9	Warehouse Associate	20
Women's Empowerment	9	Safety Monitor	1
Total			191

ITEM IV-E – INFORMATION

UNEMPLOYMENT UPDATE/PRESS RELEASE FROM THE EMPLOYMENT
DEVELOPMENT DEPARTMENT

BACKGROUND:

The unemployment rate for the Sacramento MSA for the month of July, 2021 was 6.7%.

Attached is a copy of a press release from the Employment Development Department breaking down the job losses and job creations for the regional area.

Staff will be available to answer questions.

PRESENTER: Roy Kim

EMPLOYMENT DEVELOPMENT DEPARTMENT
 Labor Market Information Division
 2901 50th Street
 Sacramento, CA 95817

Contact: Cara Welch
 (916) 227-0298

**SACRAMENTO—ROSEVILLE—ARDEN-ARCADE METROPOLITAN STATISTICAL AREA (MSA)
 (EL DORADO, PLACER, SACRAMENTO, AND YOLO COUNTIES)
Seasonal cutbacks in education led to month-over job decline**

The unemployment rate in the Sacramento--Roseville--Arden-Arcade MSA was 6.7 percent in July 2021, down from a revised 6.9 percent in June 2021, and above the year-ago estimate of 11.2 percent. This compares with an unadjusted unemployment rate of 7.9 percent for California and 5.7 percent for the nation during the same period. The unemployment rate was 5.9 percent in El Dorado County, 5.3 percent in Placer County, 7.3 percent in Sacramento County, and 5.9 percent in Yolo County.

Between June 2021 and July 2021, combined employment in the counties of El Dorado, Placer, Sacramento, and Yolo, decreased by 9,600 to total 993,400 jobs.

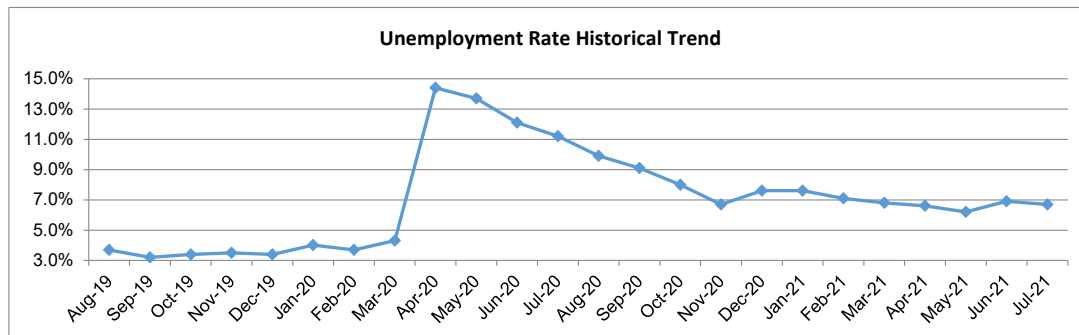
- Government (down 14,300 jobs) experienced a normal seasonal decline from June to July as schools reduced staff for the summer break. Local government education accounted for 80 percent of the reductions.
- Trade, transportation, and utilities experienced a cutback of 1,800 jobs. Within the industry, transportation, warehousing, and utilities and retail trade reduced 700 jobs each, while wholesale trade shed 400 jobs.
- On the upside, leisure and hospitality (up 3,000 jobs) continued to lead month-over employment growth, with three-quarters of the gain in food services and drinking places (up 2,300 jobs).
- In July, additional notable gains occurred in professional and business services (up 1,400 jobs), construction (up 800 jobs), and financial activities (up 700 jobs).

Between July 2020 and July 2021, total jobs in the region increased by 33,600, or 3.5 percent.

- Construction lead year-over growth with the addition of 9,100 jobs. Specialty trade contractors (up 8,000 jobs) was responsible for 88 percent of the expansion.
- Employment in leisure and hospitality rose by 7,900 jobs compared to last July. Accommodation and food services added 6,300 jobs. Arts, entertainment, and recreation picked up 1,600 jobs.
- Trade, transportation, and utilities payrolls advanced by 5,000. Job gains in retail trade (up 3,700) and trade, transportation, and utilities (up 1,800) more than offset a loss of 500 jobs in wholesale trade.
- Government (down 900 jobs) was the only industry sector to record year-over decline.

IMMEDIATE RELEASE
 SACRAMENTO--ROSEVILLE--ARDEN-ARCADE METROPOLITAN STATISTICAL AREA (MSA)
 (El Dorado, Placer, Sacramento, and Yolo Counties)

The unemployment rate in the Sacramento--Roseville--Arden-Arcade MSA was 6.7 percent in July 2021, down from a revised 6.9 percent in June 2021, and below the year-ago estimate of 11.2 percent. This compares with an unadjusted unemployment rate of 7.9 percent for California and 5.7 percent for the nation during the same period. The unemployment rate was 5.9 percent in El Dorado County, 5.3 percent in Placer County, 7.3 percent in Sacramento County, and 5.9 percent in Yolo County.



Industry	Jun-2021	Jul-2021	Change		Jul-2020	Jul-2021	Change
	Revised	Prelim				Prelim	
Total, All Industries	1,003,000	993,400	(9,600)		959,800	993,400	33,600
Total Farm	9,900	10,400	500		9,900	10,400	500
Total Nonfarm	993,100	983,000	(10,100)		949,900	983,000	33,100
Mining, Logging, and Construction	79,300	80,100	800		71,000	80,100	9,100
Mining and Logging	600	600	0		600	600	0
Construction	78,700	79,500	800		70,400	79,500	9,100
Manufacturing	37,000	36,700	(300)		35,800	36,700	900
Trade, Transportation & Utilities	160,800	159,000	(1,800)		154,000	159,000	5,000
Information	9,800	9,900	100		9,700	9,900	200
Financial Activities	51,800	52,500	700		51,100	52,500	1,400
Professional & Business Services	133,300	134,700	1,400		130,400	134,700	4,300
Educational & Health Services	163,000	162,800	(200)		160,700	162,800	2,100
Leisure & Hospitality	85,300	88,300	3,000		80,400	88,300	7,900
Other Services	33,200	33,700	500		30,600	33,700	3,100
Government	239,600	225,300	(14,300)		226,200	225,300	(900)

Notes: Data not adjusted for seasonality. Data may not add due to rounding
 Labor force data are revised month to month

Data Not Seasonally Adjusted

	Jul 20	May 21	Jun 21	Jul 21	Percent Change	
			Revised	Prelim	Month	Year
Civilian Labor Force (1)	1,091,400	1,082,100	1,093,400	1,100,600	0.7%	0.8%
Civilian Employment	969,600	1,014,900	1,018,200	1,026,500	0.8%	5.9%
Civilian Unemployment	121,800	67,200	75,300	74,100	-1.6%	-39.2%
Civilian Unemployment Rate	11.2%	6.2%	6.9%	6.7%		
(CA Unemployment Rate)	13.6%	7.5%	8.0%	7.9%		
(U.S. Unemployment Rate)	10.5%	5.5%	6.1%	5.7%		

Total, All Industries (2)	959,800	992,300	1,003,000	993,400	-1.0%	3.5%
Total Farm	9,900	9,600	9,900	10,400	5.1%	5.1%
Total Nonfarm	949,900	982,700	993,100	983,000	-1.0%	3.5%
Total Private	723,700	743,700	753,500	757,700	0.6%	4.7%
Goods Producing	106,800	112,900	116,300	116,800	0.4%	9.4%
Mining, Logging, and Construction	71,000	77,200	79,300	80,100	1.0%	12.8%
Mining and Logging	600	600	600	600	0.0%	0.0%
Construction	70,400	76,600	78,700	79,500	1.0%	12.9%
Construction of Buildings	14,800	15,100	15,200	15,100	-0.7%	2.0%
Specialty Trade Contractors	48,100	52,900	54,400	56,100	3.1%	16.6%
Building Foundation & Exterior Contractors	12,700	14,900	15,300	15,500	1.3%	22.0%
Building Equipment Contractors	19,900	20,700	21,000	21,600	2.9%	8.5%
Building Finishing Contractors	10,300	10,900	11,200	11,700	4.5%	13.6%
Manufacturing	35,800	35,700	37,000	36,700	-0.8%	2.5%
Durable Goods	22,800	22,600	23,100	22,900	-0.9%	0.4%
Computer & Electronic Product Manufacturing	4,500	4,500	4,600	4,600	0.0%	2.2%
Nondurable Goods	13,000	13,100	13,900	13,800	-0.7%	6.2%
Food Manufacturing	4,700	4,600	4,600	4,700	2.2%	0.0%
Service Providing	843,100	869,800	876,800	866,200	-1.2%	2.7%
Private Service Providing	616,900	630,800	637,200	640,900	0.6%	3.9%
Trade, Transportation & Utilities	154,000	159,700	160,800	159,000	-1.1%	3.2%
Wholesale Trade	26,500	26,300	26,400	26,000	-1.5%	-1.9%
Merchant Wholesalers, Durable Goods	15,900	15,500	15,400	15,400	0.0%	-3.1%
Merchant Wholesalers, Nondurable Goods	9,300	9,500	9,500	9,400	-1.1%	1.1%
Retail Trade	93,600	97,600	98,000	97,300	-0.7%	4.0%
Motor Vehicle & Parts Dealer	13,100	14,100	14,300	14,300	0.0%	9.2%
Building Material & Garden Equipment Stores	8,800	9,600	9,800	9,400	-4.1%	6.8%
Grocery Stores	20,100	20,000	20,000	19,800	-1.0%	-1.5%
Health & Personal Care Stores	5,100	5,300	5,300	5,200	-1.9%	2.0%
Clothing & Clothing Accessories Stores	6,100	7,400	7,600	7,600	0.0%	24.6%
Sporting Goods, Hobby, Book & Music Stores	3,100	3,100	3,100	3,100	0.0%	0.0%
General Merchandise Stores	17,900	17,800	18,200	18,500	1.6%	3.4%
Transportation, Warehousing & Utilities	33,900	35,800	36,400	35,700	-1.9%	5.3%
Information	9,700	9,700	9,800	9,900	1.0%	2.1%
Publishing Industries (except Internet)	2,100	2,100	2,100	2,100	0.0%	0.0%
Telecommunications	2,900	2,800	2,800	2,800	0.0%	-3.4%
Financial Activities	51,100	51,700	51,800	52,500	1.4%	2.7%
Finance & Insurance	34,300	35,600	35,500	35,600	0.3%	3.8%
Credit Intermediation & Related Activities	10,300	11,600	11,600	11,600	0.0%	12.6%
Depository Credit Intermediation	6,000	5,900	6,000	5,900	-1.7%	-1.7%
Nondepository Credit Intermediation	2,300	3,000	3,000	3,000	0.0%	30.4%
Insurance Carriers & Related	20,300	19,300	19,300	19,400	0.5%	-4.4%
Real Estate & Rental & Leasing	16,800	16,100	16,300	16,900	3.7%	0.6%
Real Estate	13,600	13,300	13,400	13,700	2.2%	0.7%
Professional & Business Services	130,400	132,200	133,300	134,700	1.1%	3.3%
Professional, Scientific & Technical Services	57,200	57,800	58,300	59,500	2.1%	4.0%
Architectural, Engineering & Related Services	10,300	10,500	10,500	10,600	1.0%	2.9%
Management of Companies & Enterprises	13,300	13,200	13,500	13,500	0.0%	1.5%
Administrative & Support & Waste Services	59,900	61,200	61,500	61,700	0.3%	3.0%
Administrative & Support Services	56,900	58,300	58,500	58,600	0.2%	3.0%
Employment Services	19,500	20,700	20,800	20,600	-1.0%	5.6%

Data Not Seasonally Adjusted

	Jul 20	May 21	Jun 21	Jul 21	Percent Change	
			Revised	Prelim	Month	Year
Services to Buildings & Dwellings	17,900	18,200	18,500	18,800	1.6%	5.0%
Educational & Health Services	160,700	164,300	163,000	162,800	-0.1%	1.3%
Education Services	9,700	11,100	10,600	10,200	-3.8%	5.2%
Health Care & Social Assistance	151,000	153,200	152,400	152,600	0.1%	1.1%
Ambulatory Health Care Services	52,900	54,200	53,600	53,800	0.4%	1.7%
Hospitals	25,000	25,100	25,200	25,200	0.0%	0.8%
Nursing & Residential Care Facilities	17,000	16,900	16,900	16,700	-1.2%	-1.8%
Leisure & Hospitality	80,400	81,000	85,300	88,300	3.5%	9.8%
Arts, Entertainment & Recreation	10,400	10,600	11,600	12,000	3.4%	15.4%
Accommodation & Food Services	70,000	70,400	73,700	76,300	3.5%	9.0%
Accommodation	6,300	6,000	6,600	6,900	4.5%	9.5%
Food Services & Drinking Places	63,700	64,400	67,100	69,400	3.4%	8.9%
Restaurants	61,600	61,600	64,300	66,500	3.4%	8.0%
Full-Service Restaurants	24,000	26,200	27,500	29,100	5.8%	21.3%
Limited-Service Eating Places	37,600	35,400	36,800	37,400	1.6%	-0.5%
Other Services	30,600	32,200	33,200	33,700	1.5%	10.1%
Repair & Maintenance	10,000	10,300	10,400	10,500	1.0%	5.0%
Government	226,200	239,000	239,600	225,300	-6.0%	-0.4%
Federal Government	14,700	14,600	14,700	14,700	0.0%	0.0%
Department of Defense	1,800	1,800	1,800	1,800	0.0%	0.0%
State & Local Government	211,500	224,400	224,900	210,600	-6.4%	-0.4%
State Government	121,100	123,400	123,300	120,200	-2.5%	-0.7%
State Government Education	26,700	27,500	27,200	24,200	-11.0%	-9.4%
State Government Excluding Education	94,400	95,900	96,100	96,000	-0.1%	1.7%
Local Government	90,400	101,000	101,600	90,400	-11.0%	0.0%
Local Government Education	44,600	55,900	55,600	44,100	-20.7%	-1.1%
Local Government Excluding Education	45,800	45,100	46,000	46,300	0.7%	1.1%
County	19,400	19,000	19,200	19,100	-0.5%	-1.5%
City	9,700	9,800	10,100	10,400	3.0%	7.2%
Special Districts plus Indian Tribes	16,700	16,300	16,700	16,800	0.6%	0.6%

Notes:

(1) Civilian labor force data are by place of residence; include self-employed individuals, unpaid family workers, household domestic workers, & workers on strike. Data may not add due to rounding. The unemployment rate is calculated using unrounded data.

(2) Industry employment is by place of work; excludes self-employed individuals, unpaid family workers, household domestic workers, & workers on strike. Data may not add due to rounding.

These data are produced by the Labor Market Information Division of the California Employment Development Department (EDD). Questions should be directed to: Cara Welch 916-227-0298 or Sheila Stock 916-651-5914

These data, as well as other labor market data, are available via the Internet at <http://www.labormarketinfo.edd.ca.gov>. If you need assistance, please call (916) 262-2162.

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REPORT 400 C
Monthly Labor Force Data for Counties
July 2021 - Preliminary
 Data Not Seasonally Adjusted

COUNTY	RANK BY RATE	LABOR FORCE	EMPLOYMENT	UNEMPLOYMENT	RATE
STATE TOTAL	---	19,164,600	17,659,100	1,505,500	7.9%
ALAMEDA	21	811,000	758,900	52,100	6.4%
ALPINE	51	480	440	50	9.4%
AMADOR	26	14,690	13,690	1,000	6.8%
BUTTE	33	93,300	86,600	6,700	7.2%
CALAVERAS	8	21,990	20,730	1,260	5.7%
COLUSA	55	11,250	10,060	1,190	10.6%
CONTRA COSTA	25	541,300	504,800	36,500	6.7%
DEL NORTE	41	9,590	8,860	730	7.6%
EL DORADO	15	91,500	86,100	5,400	5.9%
FRESNO	50	449,200	407,400	41,800	9.3%
GLENN	31	13,040	12,120	920	7.0%
HUMBOLDT	21	59,600	55,800	3,800	6.4%
IMPERIAL	58	68,000	55,100	12,800	18.9%
INYO	15	8,380	7,890	490	5.9%
KERN	56	380,800	340,100	40,800	10.7%
KINGS	52	56,600	51,100	5,500	9.7%
LAKE	36	29,360	27,180	2,190	7.4%
LASSEN	8	9,680	9,130	560	5.7%
LOS ANGELES	53	5,102,700	4,581,300	521,300	10.2%
MADERA	49	61,800	56,100	5,600	9.1%
MARIN	1	135,000	128,900	6,100	4.5%
MARIPOSA	26	7,970	7,430	550	6.8%
MENDOCINO	19	37,010	34,670	2,340	6.3%
MERCED	53	118,500	106,300	12,100	10.2%
MODOC	18	3,430	3,220	210	6.2%
MONO	28	8,060	7,510	560	6.9%
MONTEREY	28	229,700	213,800	15,900	6.9%
NAPA	11	71,700	67,500	4,100	5.8%
NEVADA	11	47,110	44,390	2,720	5.8%
ORANGE	19	1,586,700	1,487,200	99,500	6.3%
PLACER	6	186,900	176,900	10,000	5.3%
PLUMAS	36	8,220	7,610	610	7.4%
RIVERSIDE	43	1,123,700	1,035,300	88,400	7.9%
SACRAMENTO	35	714,800	662,400	52,400	7.3%
SAN BENITO	33	31,800	29,500	2,300	7.2%
SAN BERNARDINO	44	985,600	907,200	78,400	8.0%
SAN DIEGO	28	1,543,900	1,437,600	106,300	6.9%
SAN FRANCISCO	5	561,600	532,400	29,200	5.2%
SAN JOAQUIN	48	333,000	302,900	30,100	9.0%
SAN LUIS OBISPO	8	131,200	123,700	7,500	5.7%
SAN MATEO	2	441,100	420,000	21,200	4.8%
SANTA BARBARA	11	222,100	209,300	12,900	5.8%
SANTA CLARA	4	1,027,700	977,100	50,600	4.9%
SANTA CRUZ	24	135,100	126,100	9,000	6.6%
SHASTA	31	74,100	69,000	5,200	7.0%
SIERRA	2	1,410	1,340	70	4.8%
SISKIYOU	38	17,350	16,050	1,300	7.5%
SOLANO	41	204,300	188,800	15,600	7.6%
SONOMA	7	249,400	235,600	13,800	5.6%
STANISLAUS	45	245,700	224,900	20,800	8.5%
SUTTER	45	47,400	43,400	4,000	8.5%
TEHAMA	38	25,610	23,680	1,920	7.5%
TRINITY	11	4,800	4,520	280	5.8%
TULARE	57	199,100	176,900	22,200	11.1%
TUOLUMNE	38	20,080	18,580	1,500	7.5%
VENTURA	21	411,300	385,100	26,200	6.4%
YOLO	15	107,400	101,000	6,400	5.9%
YUBA	47	30,500	27,800	2,700	8.8%

Notes

1) Data may not add due to rounding. The unemployment rate is calculated using unrounded data.

2) Labor force data for all geographic areas now reflect the March 2020 benchmark and Census 2010 population controls at the state level.

ITEM IV-F - INFORMATION

COMMITTEE UPDATES

BACKGROUND:

This item provides an opportunity for a report from the following committees:

- Youth Committee – David Gordon
- Planning/Oversight Committee – Dr. Jamey Nye
- Employer Outreach Committee – Ron Ellis
- Board Development Committee – Lisa Clawson

ITEM V - OTHER REPORTS

1. CHAIR'S REPORT

The Chair of the Sacramento Works, Inc. Board, on a regular basis, receives numerous items of information concerning employment and training legislation, current programs, agency activities, and miscellaneous articles.

The important information from the material received and meetings attended will be shared with the entire Board and the method proposed by the Chair is to give a verbal report at each regular meeting. It will also allow time for the Board to provide input on items that may require future action.

2. MEMBERS OF THE BOARD

This item provides the opportunity for Workforce Development Board members to raise any items for consideration not covered under the formal agenda. It also provides the opportunity for Board members to request staff to research or follow up on specific requests or to ask that certain items be placed on the next agenda.

3. COUNSEL REPORT:

The Sacramento Works, Inc. Legal Counsel is the firm of Phillip M. Cunningham, Attorney at Law. This item provides the opportunity for Legal Counsel to provide the Sacramento Works, Inc. Board with an oral or written report on legal activities

4. PUBLIC PARTICIPATION:

Participation of the general public at Sacramento Works, Inc. Board meetings is encouraged. The Sacramento Works, Inc. Board has decided to incorporate participants of the audience as part of its agenda for all meetings. Members of the audience are asked to address their requests to the Chair, if they wish to speak.

Affiliate/Specialized AJCC Certification Matrix Baseline Criteria

The baseline America's Job Center of CaliforniaSM (AJCC) Certification is intended to ensure that every affiliate/specialized AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each affiliate/specialized AJCC by November 1, 2021.

Name of Local Board ~~SETA/Sacramento Works, INC.~~ _____

Name of AJCC ~~Asian Resources, Inc.~~ AJCC _____

Implements the signed Memorandums of Understanding (MOU)	Yes	No
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a specialized/affiliate center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to specialized/affiliate centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> • <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996) • <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52) • <i>Disabled Persons Act</i> (California Civil Code Section 54-55) • <i>California Building Code</i> Title 24 Chapter 11B • <i>California Government Code</i> 7405 • <i>California Government Code</i> 11135 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Such requirements include, but are limited to, the following: <ul style="list-style-type: none"> • Providing reasonable accommodations for individuals with disabilities. • Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. • Administering programs in the most integrated setting appropriate. • Communicating with persons with disabilities as effectively as with others. • Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. • Providing for the physical accessibility of the AJCC to individuals with disabilities. 		
Was WIOA Section 188 compliance monitoring completed for PY 19-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: Click here to enter text.		
Was a corrective action plan submitted?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is the status of the findings open or closed?: Click here to enter text. If closed, as of what date?: Click here to enter text.		
The AJCC meets all Baseline Criteria for Baseline AJCC Certification	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

Signature

Anette Smith

Name

Chair

Title

AJCC Certification Indicator Assessment

The America’s Job Center of CaliforniaSM (AJCC) Certification Indicator Assessement is intended to encourage continuous improvement by identifying areas where an AJCC is exceeding quality expectations, as well as areas where improvement is needed. The Certification Indicators were developed in alignment with Training and Employment Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup’s vision for California’s One-Stop delivery system.

The matrix below describes each Certification Indicator using both characteristics of a high-quality AJCC and the overall vision and strategies of the State Plan. Additionally, the Certification Indicators are provided as guidance for the evaluator to use in order to note the assessment of the AJCC’s strengths and continuous improvement opportunities.

The Local Board may establish additional criteria, or set higher standards for continuous improvement than those suggested by the state criteria below.

Local Boards must submit a completed AJCC Certification Indicator Assessment to their Regional Advisor for each comprehensive and/or affiliate/specialized AJCC by November 1, 2021.

Name of Local Board SETA/ Sacramento Works, INC.

Name of AJCC Asian Resources, Inc. AJCC

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or Limited English Proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.	<ul style="list-style-type: none">a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

AJCC Certification Indicators

- All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.
- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.

ARI staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment. ARI staff provides a friendly, helpful, responsive, and welcoming environment to all the job seekers, businesses, and others who visit the job center. All resources and information are easily accessible on site.

During our monthly meetings, staff continues to share other ways to improve services for individuals with disabilities, cultural differences, and individuals with barriers to employment.

The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.

ARI had no findings when monitored by SETA for WIOA nondiscrimination and equal opportunity provisions. The office space accommodates people with disabilities and the mobility needed to move and exit the office. The site has enough space to hold a computer workshop, a classroom for training and meetings, and a youth lounge. ARI implements policies and procedures and provides facilities for accessibility and equal opportunity.

ARI is committed to continuously providing staff training in the areas needing improvement. ARI will monitor any changes or updates of the AJCCs policies and procedures to ensure our facility is accessible and continuously provides equal opportunity access to all.

The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.

ARI has served the immigrant and refugee communities since 1980. The organization is well equipped to handle limited English Proficient customers. ARI staff speak over 22 different languages, which helps provide interpretation and translation when needed to help limited English Proficient customers understand the services and achieve their set goals. In addition, ARI staff come from diverse backgrounds which they are able to apply their experiences and skills to provide effective and efficient services. In addition, all staff have been trained to provide exceptional customer service and culturally responsive services to customers, which helps build rapport and effective services.

ARI staff continue to receive the necessary training responding to the community's changing needs and accommodate diversity.

The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.

ARI has a strong customer service foundation. We incorporate universal and customer-centered design in all of our services to help clients stay engaged in the program. Staff accommodate customers' range of abilities, mobility, age, language, learning style, intelligence, or educational level. Staff sensibly assess customers' individual needs and assist them with gathering information and documentation to prepare for work or training. All staff are cross-trained and equipped to provide seamless training, workshops, and customer service that best fits customers' individual needs.

ARI staff will continue attending all meetings and seeking different resources to provide customers with the most excellent services and resources available.

The AJCC implements the veteran's preference and priority of service requirements.

ARI provides priority of service to veterans by providing information to assist and support them.

The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.

ARI accommodates and provides services outside of regular business hours where there is a workforce need. ARI is flexible and dedicated to meet the range of customer needs. The organization is always looking for opportunities to help and serve the community.

ARI will continue to work closely with staff and partners to ensure we are assisting the community.

The AJCC delivers both AJCC-based and virtual services.

ARI serves a wide range of clients with different skill levels and barriers. ARI actively provides in-person services and accommodates customers' requests for virtual services. ARI staff identify customers' areas of need, evaluate their strengths and resources, and provide support services meeting their goals and self-sustainability.

The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

ARI embeds accessibility into every part of service delivery and is committed to supporting every individual with disabilities by placing them on a Priority of Service and identifying their needs. ARI staff work with customers, ensuring they can access virtual services in a manner comparable to the access available to others. ARI staff provide virtual services per customer request, including 1-on-1 mock interviews, help with resume-building, workshops on job readiness and job placement assistance, financial management, etc.

ARI staff continue to seek ways to improve the current virtual services to ensure that individuals with disabilities can access services in a manner comparable to the access available to others.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, colocated partnership that seamlessly incorporates the services of all the AJCC partners.</p>	<p>a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client’s particular and potentially unique needs so as to facilitate skills-attainment.</p>

Quality Indicators

- A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services.
- Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers.
- The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC’s contribution to the system and make recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff have received an orientation to all partner programs and services.
- One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations.
- The AJCC’s partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.
- The AJCC connects to the community through multiple community partnerships and community access points.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services.

Although ARI cannot accommodate additional service provider partners in-house, we established strong partnerships with multiple organizations. Through the years, we have partnered with different organizations to help out the community, and we strive to help out partnering agencies. ARI has also maintained a partnership with the local Chamber of Commerce, Legal Services providers, Health Care providers, Housing Assistance providers, etc.

ARI will continuously participate in monthly or quarterly community-based collaborative meetings, which helps assess the satisfaction of non-colocated partners. ARI staff also follow-up with customers to get feedback on the referrals provided to them.

Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers.

ARI partners are informed of the AJCC's services, and they believe that the AJCC adds value to their program and their customers. Many have referred their customers to ARI to get assistance with employment and connect to other programs or businesses for a possible partnership.

ARI will conduct frequent outreach, share information about AJCC's services, and continuously ask for feedback to ensure our services add value to the partner's program and their customers.

The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC's contribution to the system and make recommendations for continuous improvement.

ARI staff regularly participates in the AJCC's partner meetings to connect with different individuals and gain diverse knowledge and experience, which helps to ensure we thrive to improve our services to the community.

ARI will continue providing support to staff to attend the regular meetings to better enhance the One-Stop system and contribute to other AJCCs.

The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.

ARI does a great job on community outreach to different partners in the local area. ARI holds workshops and community events throughout Sacramento County to establish and maintain relationships with other community-based organizations and build rapport with the underserved communities. ARI staff have constantly connected with organizations and businesses in the community to widen customers' opportunities to a career path that accommodates their occupational goals, abilities, skills, and interests.

ARI staff will constantly reach out to potential and new partners to provide access to the job center and ask for their feedback on improving the current outreach and system in place.

An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services.

At ARI, we created a spreadsheet of all resources and services readily accessible to all our staff. We also bring community partners during staff meetings to share the services and resources they provide to the community, which benefits the customers we serve. We also made it possible for staff, collaborative partners, and customers to learn about various programs by providing a link on our organization's website.

ARI staff continue to update the program and services spreadsheet to make sure we have a wide range of resources ready for customers and staff use.

One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations.

ARI creates one-stop system marketing materials of programs and services to economize limited resources and ensure customers have access to the right services at the job center, meeting their unique needs.

ARI frequently reviews and updates the marketing materials to effectively respond to the customers' changing needs.

The AJCC's partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.

ARI utilizes the referral process to ensure customers receive services that best fit or address their needs. ARI identifies partners in the community that effectively serve our customers and quickly respond to referral requests.

ARI staff thrives on searching for partners in the community who can strategically help our customers improve their lives and economic situations.

Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.

All referrals provided to the customers from the job center and follow-up services are recorded in the CalJobs case notes or placed in the file folder by the Employment Service Specialist.

ARI will follow up with partners to report progress on referrals made continuously.

The AJCC connects to the community through multiple community partnerships and community access points.

ARI belongs to several nonprofit collaboratives. ARI staff connects with the AJCC community through multiple community partnerships and community access points. ARI strives to coordinate and integrate programs and services to economize limited resources while also

providing the right services to customers based on customers' particular and potentially unique needs.

ARI will continue to connect to the community through multiple community partnerships and community access points and share the resources with the customers.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required.	<ul style="list-style-type: none">a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

AJCC Certification Indicators

- AJCC staff identify with the AJCC system (and not just their specific program), believe that all AJCC customers are shared customers, and contribute to providing a positive AJCC experience for every AJCC customer.
- AJCC staff have received customer service and customer-centered design training.
- AJCC staff are cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
- The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.
- The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible.
- The AJCC has developed integrated customer flow procedures that respond to customer need and move customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
- The AJCC has establish protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

AJCC staff identifies with the AJCC system (and not just their specific program), believes that all AJCC customers are shared customers, and contributes to providing a positive AJCC experience for every AJCC customer.

ARI staff identify with the AJCC system and develop collaborative relationships to benefit customers and the community. Every staff member ensures that each customer is provided with a positive experience and feels comfortable visiting the center. Ensuring long-term success, the staff shares their knowledge, resources, and skills with colleagues, critical to the program's success.

ARI staff are committed to serving the community. ARI will continue cultivating and promoting collaborative relationships to help the customers and employers.

AJCC staff have received customer service and customer-centered design training

ARI staff receive customer service and customer-centered training throughout the year. Staff are provided with the training opportunities to improve customer service skills. They are encouraged to seek different resources to provide customers with the best services and resources regularly.

ARI aims to provide effective services and continuously seek opportunities to help staff improve their communication, case management, and human-centered skills.

AJCC staff is cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.

ARI staff are cross-trained in different programs and services provided at the center. Staff offer the same and consistent job coaching, workshops, training, and services. Staff attend various meetings and training provided by partners so that they can serve customers well.

ARI promptly informs staff of any program and service changes, which help them quickly adapt to changing work situations and provide consistent and better customer service.

The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.

ARI has an integrated functional organizational chart that identifies the roles, responsibilities, and leading authorities, including program partners. All frontline and direct services staff are highly familiar with program functions and essential eligibility requirements. They appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate, given the authorized scope of the program. In addition, management assists in effectively managing goals, developing strategies, and improving the interaction between programs and organizations.

ARI will always look for reliable, value and mission-driven staff who not only understand their functions but understand and carry the vision of the AJCC. ARI will update staff with any transition of staffing or leadership to ensure a smooth transition.

The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible.

ARI has a system to promptly respond to the customers and ensure they are provided with a positive experience during their visit to the center. All staff are fully trained to identify barriers and help customers by being able to determine their needs. ARI staff also coordinate services and referrals for customers to meet with partners to help them with their specific needs. In addition, ARI created a list of services referrals that is readily accessible for staff.

ARI will continue to monitor the center performance by encourage customer to fill out the center performance survey.

The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.

ARI has an integrated customer flow procedure that benefits the client by seamlessly transitioning from intake to services and one-on-one meetings with the Employment Service Specialist. Staff also develop and maintain integrated case management systems that inform customer service throughout the customer's interaction.

ARI staff will receive regular reminders to review the customer flow procedure to measure effectiveness. Staff continuously attend training that will help improve entry and service delivery for customers.

All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.

The ARI job center site has enough space to hold a computer workshop, a classroom for training and meetings, and a youth lounge. Due to limited space, the ARI cannot accommodate additional service-providing partners to be stationed in-house. However, we make sure that all resources and partner information is readily available at the front desk, where clients can access all resources and information.

ARI continuously finds collaborative partners and integrates services helpful for the community.

The AJCC has establish protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

ARI ensures that individuals can receive services from and co-enroll in multiple WIOA programs. We share case management across core programs, which then helps multiple core programs take credit for co-enrolled participants. ARI ensures that all customer information is secured

correctly by personally identifiable information guidelines and facilitated appropriately with the necessary MOU or other forms of confidentiality and data sharing agreements.

ARI will monitor all collaboration to ensure that the established protocol, including confidentiality policies, is being followed. In addition, ARI will continue to strategize effective sharing case management to ensure customers receive appropriate services and referrals given the authorized scope of the program.

AJCC Certification Indicator #4: 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 pathway.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today’s global economy. b. Value skill development by assessing and improving each individual’s basic, occupational, and employability skills. c. Balance traditional labor exchange services with strategic talent development within a regional economy. d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services. 	<ul style="list-style-type: none"> a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials. b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation. c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses. d. AJCCs as an access point for programs that provide for “demand-driven skills attainment.” From this perspective, AJCCs will be operated as an “on ramp” or “gateway” to the “Regional Sector Pathways” programs either built-out or identified through the regional planning process described above. e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

AJCC Certification Indicators

- All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- All AJCC staff know the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- The AJCC has robust training services and staff assist customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

AJCC Certification Indicator #4: 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.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.

ARI monitors the regional megatrends that are changing the nature of work and skills demands. We value skill development and employment outcomes by encouraging staff to use their creativity, critical thinking, and problem-solving effectively to support each customer that visits the job center. ARI is invested in providing cross-cutting skills to the staff to promote skills development and employment outcomes.

ARI will support staff in acquiring knowledge, expertise, and interactions needed to promote skills development and employment outcomes.

All AJCC staff knows the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.

ARI staff have knowledge of the regional target sectors. They can identify regional sector career pathways and understand what those mean regarding providing services to customers.

ARI continuously contributes to the development of knowledge and skills of each staff to enhance their skills and ensure customers' employability and productivity in high-quality workforce settings.

The AJCC has skill development and training opportunities for customers at all skill and experience levels.

ARI strongly believes that skills development increases employability and enables productivity growth. We offer job readiness coaching, computer classes, ESL/VESL classes, and youth programs to enhance skill development and training opportunities for customers at all skill and experience levels.

ARI is committed and will continue to dedicate resources for skills development and training opportunities for customers.

The AJCC has robust training services and staff assists customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.

ARI values skills development by offering training services that improve the skills of job seekers. Staff assist customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.

ARI will continue to provide the full array of Career Services to facilitate program completion by those enrolled in training and education courses.

AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.

ARI staff are committed to serving the community and are competent in helping customers navigate career pathways. Staff commitment and competency were demonstrated by coming to work during the COVID-19 shelter-in-place to render in-person services and meet community needs.

ARI continues to engage and provide customers access to resources and jobs that respond to labor market needs.

The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.

ARI makes access to the job center easy. We create opportunities for every individual with all types of barriers and levels of experience by providing job coaching and easy access to job opportunities, resources and assistance with specific needs.

ARI continues to develop service activities that do not have cumbersome entry steps to prepare job-seekers to find meaningful employment.

The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.

ARI offers supportive services to customers, as appropriate, to facilitate participation in training services that will provide them the regional market skills to sustain upward mobility.

ARI will continue to work directly with the individuals experiencing employment barriers to help to lift their families out from experiencing income inequality.

The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

ARI strives to increase the number and percentage of customers gaining full-time employment by providing skills development and training services. ARI prioritizes assisting individuals experiencing barriers to participating in and completing training by integrating proper support services.

ARI consistently strives to increase the number and percentage of customers receiving skill development and training services by identifying and recruiting economically disadvantaged individuals, displaced workers, and disconnected or at-risk youth.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.</p> <p>b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.</p> <p>To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.</p> <p>This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.</p> <p>Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.</p>	<p>a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.</p> <p>b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors’ skills needs.</p> <p>c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state’s industry sector needs so as to provide California’s high road employers and businesses with the skilled workforce it needs to compete in the global economy.</p>

AJCC Certification Indicators

- All AJCC staff have high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers
- The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

All AJCC staff has high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.

Considering the impact of COVID-19 in the local and regional economy, ARI updates and educates staff about the changes in labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.

ARI staff will research the fastest-growing industries in the region and labor markets that create demand for replacement workers.

The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers.

ARI concentrates on providing staff knowledge of quality jobs and employment opportunities accessible in the targeted sectors with high-demand occupations. ARI promotes quality jobs to all of our customers and links them to high-demand occupations best suited to their interests.

ARI continues to find high demand and good-paying jobs so we can provide better placements.

The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.

ARI promotes systems and partnerships that connect customers to high-quality jobs or entry-level work with clear routes to advancement. ARI staff offer human-centered job coaching to customers and helps them make informed decisions that impact self-sustainability and economic independence.

ARI will continue to leverage partnerships and promote an effective system to connect customers to high-quality jobs.

The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.

ARI determines strategies and integrates advice provided by employers and partners in the design and delivery of demand-driven services for job seekers. ARI is committed to provide career services that motivate, support, and empower customers.

The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.

ARI comprehends that we are an integral partner in implementing the Sacramento Employment and Training Agency's business services strategy. We work closely with other job centers and community partners to present a unified voice for the AJCC in its communications with employers. We also utilize referral services when appropriate.

ARI actively seeks strategies and practices that minimize redundant employer contacts while maximizing access to system-wide, integrated business services that will help promote the skill-based initiative, access to quality jobs, and economic competitiveness.

The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.

ARI offers a wide range of AJCC-based services for employers, including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.

ARI continues to find effective ways to support employers and job seekers.

The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

ARI facilitates communication and seeks feedback from businesses on delivering services to gain insights for continuous improvement and increased engagement. Having access to feedback helps staff achieve the job-specific milestones and address the underlying issues that may affect the services and operations productivity.

ARI will continue supporting partners and businesses by considering their feedback and apply the learning for continuous organizational improvement.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. AJCC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJCC staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.</p> <p>b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.</p>	<p>a. Certification criteria will include an assessment of professional development and staff capacity building.</p>

AJCC Certification Indicators

- The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff on a regular basis.
- There is a capacity building and/or professional development plan for staff and partners.
- All AJCC staff have received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- All AJCC staff have received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.
- All AJCC staff have received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.

- All AJCC staff have received training on serving individuals with barriers to employment, including customers with disabilities.
- All AJCC staff have received training on providing excellent customer service and customer-centered design.
- All AJCC staff have received training on sector strategies, career pathways, job quality and high road training partnerships.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.

ARI conducts regular staff meetings and provides an ongoing learning process for the staff to gain knowledge, skills, and motivation to provide superior service to customers. Staff are always encouraged to share ideas and build rapport with other staff members and community partners. ARI ensures staff is updated on center activities.

ARI continues to work closely with staff in discussing strategies that will help improve the center's service delivery.

Partners have agreed to provide training to all AJCC staff on a regular basis.

ARI strategically brings partners to our staff meetings to provide training and share resources with all staff.

ARI will share resources with our staff and the community continuously.

There is a capacity building and/or professional development plan for staff and partners.

ARI is committed to strengthening the staff's skills, competencies, and abilities by providing opportunities for learning and creating activities that enhance and support productivity.

ARI consistently provides additional resources or training to help staff become competent and successful in assisting customers and the community.

All AJCC staff have received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.

ARI staff have received training and reading materials on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.

ARI will work closely with staff to address their needs and support their professional growth to provide exceptional customer service and culturally responsive services to customers.

All AJCC staff have received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.

ARI staff have received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs. They are also provided this reading material, "Unified Strategic Workforce Development Plan 2020-2023," to understand the growth and demand industries within the region we are serving.

Staff will continue to receive a yearly update on labor market information to connect customers with appropriate employment markets.

All AJCC staff have received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.

ARI staff have received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.

ARI ensures that new hire staff is provided the training needed and time to shadow senior staff to learn more about CalJobs. ARI also reaches out to the Sacramento Employment and Training Agency for necessary technical support.

All AJCC staff have received training on serving individuals with barriers to employment, including customers with disabilities.

ARI staff actively attend training on serving individuals with barriers to employment, including customers with disabilities. In addition, staff continue to research and read materials that help improve their knowledge on serving customers with barriers.

ARI monitors customers' barriers to employment and continuously provides staff the necessary tools to help customers.

All AJCC staff have received training on providing excellent customer service and customer-centered design.

ARI has a strong customer service foundation. The staff have all been trained on providing exceptional customer service to all our clients; by delivering excellent customer service, they can make clients feel comfortable and assist them better.

ARI staff will continue attending training and implement innovative customer service to continue serving the community. They will review the customer flow directive during staff meetings and discuss strategies to provide superior services.

All AJCC staff have received training on sector strategies, career pathways, job quality and high road training partnerships.

ARI staff are well aware of the multiple factors influencing an individual's decision to participate in the labor force. Staff is knowledgeable of available services inside and outside the job center. In addition, they are skilled in advising customers of their career options and how to obtain sustainable employment.

ARI will seek staff training regularly to enhance skills, continuous learning on a career pathway, and develop a sustainable relationship with partners.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.</p> <p>b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.</p>	<p>a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.</p>

AJCC Certification Indicators

- The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC’s services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.

The ARI job center actively reviews plan numbers vs. actual numbers for performance measures ensuring achievement of the WIOA performance indicators for all core programs. ARI has also increased outreach by distributing program flyers, press releases, networking, and referrals to increase recruitment through the job centers.

ARI staff will continue to contribute to the achievement of WIOA performance indicators for all core program partners by providing excellent service, continuous outreach, and collaborations.

The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.

ARI staff diligently monitor and update CalJobs enrollments and support services provided to customers on an ongoing basis for accurate data reporting. ARI staff identify communities that can benefit from the services while ensuring the percentile of deliverable services is successfully reached.

ARI staff continue to monitor the number of customers served and ensure funding in employment and training programs is appropriately invested in the community.

The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.

ARI is strategic, ensuring a cost-efficient operation. ARI hires trainable and skilled people who can perform the task effectively. We also leverage partnership and funding to assist and bring more customers to the centers. We have MOUs in place for sharing the center's operating cost.

ARI will work with community partners to maintain cost efficient services and leverage resources and relationships to continuously provide superior services.

The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.

ARI staff utilizes CalJobs and survey forms to gather satisfaction data from individuals and employers using the AJCC's services. Staff also utilizes verbal feedback in getting some of the information.

ARI strives to improve performance, promote transparent and accountable services to the communities, and support and train staff to provide accurate data entry and reporting.

The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.

ARI establishes a system to capture and respond to specific customer feedback, complaints, and compliments. All enrollees in the program need to complete the WIOA Complaint/Grievance Procedures to understand how to submit a formal complaint and how grievances are addressed. ARI also encourages customers to complete a center performance survey or provide verbal feedback.

ARI front-line staff will actively ask customers to participate in providing feedback to improve our services.

The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.

ARI regularly reviews and analyzes the service performance of the center using CalJobs and Bamboo reporting tools. Staff integrate customer satisfaction feedback into service delivery. The site supervisor periodically monitors staff performance, identifies areas of improvement, and provides coaching tools to help staff grow professionally and become valueable and mission-driven.

ARI continues to provide opportunities for staff development, service improvement, and client satisfaction, meeting the WIOA performance indicators.

The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

ARI regularly identifies areas of any needed technical assistance to improve business results. We monitor staff needs and the center's performance to respond to improvement areas and serve the customers better. Staff periodically attends training offered by the Sacramento Employment and Training Agency.

ARI will continue to connect with other partners to tap into available resources and assistance.

By signing below, the Local Board Chair attests to the **AJCC's Certification Indicator Assessment** and agrees to develop a continuous improvement plan with target dates with the AJCC.

Signature
Anette Smith

Name
Chair

Title

Affiliate/Specialized AJCC Certification Matrix Baseline Criteria

The baseline America's Job Center of CaliforniaSM (AJCC) Certification is intended to ensure that every affiliate/specialized AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each affiliate/specialized AJCC by November 1, 2021.

Name of Local Board ~~Sacramento Works Inc~~ _____

Name of AJCC ~~Elk Grove SWAJCC~~ _____

Implements the signed Memorandums of Understanding (MOU)	Yes	No
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a specialized/affiliate center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to specialized/affiliate centers.	<input type="checkbox"/>	<input type="checkbox"/>
Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> • <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996) • <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52) • <i>Disabled Persons Act</i> (California Civil Code Section 54-55) • <i>California Building Code</i> Title 24 Chapter 11B • <i>California Government Code</i> 7405 • <i>California Government Code</i> 11135 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Such requirements include, but are limited to, the following: <ul style="list-style-type: none"> • Providing reasonable accommodations for individuals with disabilities. • Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. • Administering programs in the most integrated setting appropriate. • Communicating with persons with disabilities as effectively as with others. • Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. • Providing for the physical accessibility of the AJCC to individuals with disabilities. 		
Was WIOA Section 188 compliance monitoring completed for PY 19-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: Click here to enter text.		
Was a corrective action plan submitted?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is the status of the findings open or closed?: Click here to enter text. If closed, as of what date?: Click here to enter text.		
The AJCC meets all Baseline Criteria for Baseline AJCC Certification	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

Signature

Anette Smith

Name

Chair

Title

AJCC Certification Indicator Assessment

The America’s Job Center of CaliforniaSM (AJCC) Certification Indicator Assessement is intended to encourage continuous improvement by identifying areas where an AJCC is exceeding quality expectations, as well as areas where improvement is needed. The Certification Indicators were developed in alignment with Training and Employment Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup’s vision for California’s One-Stop delivery system.

The matrix below describes each Certification Indicator using both characteristics of a high-quality AJCC and the overall vision and strategies of the State Plan. Additionally, the Certification Indicators are provided as guidance for the evaluator to use in order to note the assessment of the AJCC’s strengths and continuous improvement opportunities.

The Local Board may establish additional criteria, or set higher standards for continuous improvement than those suggested by the state criteria below.

Local Boards must submit a completed AJCC Certification Indicator Assessment to their Regional Advisor for each comprehensive and/or affiliate/specialized AJCC by November 1, 2021.

Name of Local Board SETA- Sacramento Works, INC.

Name of AJCC SacWorks Job Center-Elk Grove

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

S DOL Characteristics of a High Quality AJCC

- a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.
Yes. This is reflected in daily encounters with the clients we serve-whether it's in-person, over the phone, through Zoom, or via email. Staff are courteous, polite, and patient with all customers, and are prepared to provide the necessary accommodations to customers with unique needs.
- b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or Limited English Proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.
- c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.

California State Plan Vision and Strategies

- a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

<p>Yes. Staff served over 3,000 people through Basic, Individualized, COVID relief and support service grants it's in-person, over the phone, through Zoom, or via email from the Job Center and home throughout the entire pandemic.</p>	
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AJCC Certification Indicators

- All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.
- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

multi-lingual, and the staff use a team approach when encountering a challenging client, so no one staff person bears the weight of problem-solving. This approach is both a strength and requires continual education and reflection. The AJCC offers extensive services and community resource information, and always strives to offer universal access to services to anyone who needs it, especially someone who has barriers to employment to address. Staff attend Workforce Development conferences and webinar trainings through SETA, EDD and Workforce GPS for continuous improvement.

Strengths

1. SWAJCC-Elk Grove is skilled in working with customers of diverse backgrounds. Staff are trained and provided professional development opportunities.
2. SWAJCC-Elk Grove is configured for customers to easily access services, resources, and staff assistance.
3. Upon entry, customers are warmly greeted and all equipment is in working order.
4. Emergency evacuation procedures are in place and clearly marked.
5. Adequate security and safety precautions are in place to protect both staff and customers.
6. Elk Grove AJCC has a customer reception desk, on-site employer recruitment events, and job center staff.
7. SWAJCC-Elk Grove staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
8. SWAJCC-Elk Grove has assistive technology available. Staff received training on how to utilize the equipment and technology.
9. SWAJCC-Elk Grove uses the principles of human-centered design to ensure universal access for all customers regardless of abilities, mobility, age, language, learning style, intelligence, or educational level.
10. SWAJCC-Elk Grove implements the veteran's preference and priority of service requirements.
11. SWAJCC-Elk Grove delivers both AJCC-based and virtual services. Technology is available to provide and deliver virtual services.

Continuous Improvement Opportunities

1. Staff participate in regularly scheduled staff meetings to improve communication, knowledge, and resource sharing. Staff are encouraged to attend Professional Development throughout the year.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, colocated partnership that seamlessly incorporates the services of all the AJCC partners.</p>	<p>a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client’s particular and potentially unique needs so as to facilitate skills-attainment.</p>

Quality Indicators

- A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services.
- Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers. The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC’s contribution to the system and make recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events. An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services.
- One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations.
- The AJCC’s partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.
- The AJCC connects to the community through multiple community partnerships and community access points.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The SWAJCC-Elk Grove is meeting AJCC Certification Indicator #2 through our strong partnerships with:

- Sacramento Employment and Training Agency
- Elk Grove Adult and Community Education
- CAERC-Capital Adult Education Regional Consortium
- A full time, co-located Department of Human Assistance case manager
- Local community employers
- These relationships serve as resources when addressing our clients' needs and barriers

Continuous Improvement Opportunities

1. Build on the system that allows for staff to work with partners- both co-located and non-co-located.
2. Continuously update and familiarize staff with all partner programs and services.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required.	<ul style="list-style-type: none">a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

AJCC Certification Indicators

- AJCC staff identifies with the AJCC system (and not just their specific program), believes that all AJCC customers are shared customers, and contributes to providing a positive AJCC experience for every AJCC customer.
- AJCC staff have received customer service and customer-centered design training
- AJCC staff is cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
- The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.
- The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible
- The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
- The AJCC has establish protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The SWAJCC-Elk Grove is meeting AJCC Certification Indicator #3 because SWAJCC-Elk Grove has a small core staff, friendly and efficient systems are essential to ensure customer flow. Colocated partners are oriented to these systems and are integral to the operation of the center. SWAJCC-Elk Grove will continue to work with other agencies (colocated or not) to identify resources for clients. Every August, the SWAJCC-Elk Grove presents its programs and services to the Title II programs at EGACE. This opens dialogue between SWAJCC and Title II programs to facilitate career pathways for customers in both programs.

Strengths

1. SWAJCC-Elk Grove staff have received customer service and Human Centered Design training.
2. SWAJCC-Elk Grove staff are well versed in referring customers to onsite partner programs as well as other Community Based Organizations and local Comprehensive AJCC(s) when appropriate.
3. The SWAJCC-Elk Grove team participates in Integrated Resource and Case Review Teams.

Continuous Improvement Opportunities

4. Continuously improve on the integrated service delivery by leveraging resources and coordinating services to meet the needs of client.
5. Staff will continue attending trainings and improving on the Human Centered and focused customer service.
6. Develop a Hybrid approach to providing Virtual and In-person services. Staff training on customer flow procedures needs to be continuously updated and redesigned to meet the needs to changing environment. The goal is to create a system that moves a customer seamlessly between AJCC entry and service delivery between partners.

AJCC Certification Indicator #4: 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 pathway.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today’s global economy. b. Value skill development by assessing and improving each individual’s basic, occupational, and employability skills. c. Balance traditional labor exchange services with strategic talent development within a regional economy. d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services. 	<ul style="list-style-type: none"> a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials. b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation. c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses. d. AJCCs as an access point for programs that provide for “demand-driven skills attainment.” From this perspective, AJCCs will be operated as an “on ramp” or “gateway” to the “Regional Sector Pathways” programs either built-out or identified through the regional planning process described above. e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

AJCC Certification Indicators

- All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- All AJCC staff knows the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- The AJCC has robust training services and staff assists customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

AJCC Certification Indicator #4: 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.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The SWAJCC-Elk Grove is meeting AJCC Certification Indicator #4 because the coaches are knowledgeable and capable of providing a full range of services as well as recommending referrals to partner programs to fully address a client's needs and help them get employed. Since SWAJCC-Elk Grove has many different programs there is a constant need to cross train staff on new programs and best practices for assisting clients in accessing these services and programs.

Strengths

1. SWAJCC-Elk Grove staff are committed to and proficient in assisting customers navigate career pathways that result in industry-recognized credentials and self-sufficiency.
2. SWAJCC-Elk Grove has skill development and/or training opportunities for customers at all skill and experience levels.
3. SWAJCC-Elk Grove staff value skill development by assessing and improving each individual's basic, occupational, and employability skills.
4. SWAJCC-Elk Grove creates opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services.

Continuous Improvement Opportunities

1. Continuously train staff on career pathways, Industry sectors, and demand occupations.
2. The entire SWAJCC system made it a priority to provide free and low cost training available to customers. Staff are provided the resources and the tools. Continuous training on Metrix learning is provided to staff, as well as technical assistance to navigate the system. A training on how to Navigate the System and Build a Career Coaching Plan is in development.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.</p> <p>b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.</p> <p>To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.</p> <p>This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.</p> <p>Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.</p>	<p>a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.</p> <p>b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors’ skills needs.</p> <p>c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state’s industry sector needs so as to provide California’s high road employers and businesses with the skilled workforce it needs to compete in the global economy.</p>

AJCC Certification Indicators

- All AJCC staff has high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers
- The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers.
- The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The SWAJCC-Elk Grove is meeting AJCC Certification Indicator #5 because the coaches are experienced and use labor market data, employer contacts, and client feedback to effectively place clients in positions that provide employment and, when possible, pathway opportunities. When developing a vocational training we always work closely with the employer to ensure our course is aligned to the job duties and the students are ready to work when they exit the training. SWAJCC recognizes that this is an ongoing process and requires daily attention to be successful.

The SWAJCC-Elk Grove staff refer to the labor market conditions on a daily basis and try to guide their customers toward high quality jobs, in a high growth sector when the customer is eligible.

Strengths

1. SWAJCC-Elk Grove focuses on connecting clients to quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers.
2. SWAJCC-Elk Grove work seamlessly with Sacramento Employment and Training Agency Employer Services unit on keeping current on labor market trends and fulfilling local employers need.
3. SWAJCC-Elk Grove offers a wide range of pre-employment testing and industry-specific skills verification through use of various assessment tools as well as WorkKeys.
4. SWAJCC-Elk Grove has typing tutorial software available for all job seekers and offer certified typing certificates accepted through the State of California's CAL HR for clerical position free of charge.

Continuous Improvement Opportunities

1. Continue working closely with SETA Employer Services as well as outreach to local employers for on-site recruitment in a consistent basis.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. AJCC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJCC staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.</p> <p>b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.</p>	<p>a. Certification criteria will include an assessment of professional development and staff capacity building.</p>

AJCC Certification Indicators

- The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff on a regular basis.
- There is a capacity building and/or professional development plan for staff and partners.
- All AJCC staff has received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- All AJCC staff has received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.

- All AJCC staff has received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- All AJCC staff has received training on serving individuals with barriers to employment, including customers with disabilities.
- All AJCC staff has received training on providing excellent customer service and customer-centered design.
- All AJCC staff has received training on sector strategies, career pathways, job quality and high road training partnerships.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The SWAJCC-Elk Grove is meeting AJCC Certification Indicator #6 because the staff (AJCC and co-located partners) all know the resources and eligibility for each other's programs which makes client referrals easy and successful for the clients. We have eight programs colocated in our building and all the staff know what each program offers. If a client needs something we don't offer, the coaches are familiar with resources in the community to help the client. If possible, they make a "warm hand-off" when they help a client access another program.

Strengths

1. SWAJCC-Elk Grove apply Human Centered Design as a focal point for serving all customers.
2. SWAJCC-Elk Grove staff has received training on how to use labor market information to help customers identify career pathways, develop in-demand skills and credentials, and find jobs.
3. SWAJCC-Elk Grove staff received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
4. SWAJCC-Elk Grove staff received training on serving individuals with barriers to employment, including customers with disabilities.
5. SWAJCC-Elk Grove staff continuously attend the SacWork Support Training Labs monthly.
6. SWAJCC-Elk Grove staff attend CRT/Staff meeting on a monthly basis to discuss cases and share resources.

Continuous Improvement Opportunities

1. Provide more training on Virtual Service Delivery.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.</p> <p>b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.</p>	<p>a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.</p>

AJCC Certification Indicators

- The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC’s services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements. .
- The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The SWAJCC-Elk Grove is meeting AJCC Certification Indicator #7 because data, such as customer feedback, enrollment numbers, job placement statistics, and training enrollments, are measures staff look at weekly to make sure we are meeting the needs of our customers and fulfilling the obligations of our grant. The staff are very aware of the performance measures that need to be met to show that our customers are benefiting from the services provided to them and that the taxpayers' money is put to good use. They also work closely with partners, Adult Education Services, and employers to identify areas of need and work with customers to address and fill those needs.

Strengths

1. SWAJCC-Elk Grove contributes to the achievement of WIOA performance indicators for all core program partners.
2. SWAJCC-Elk Grove reports to the local Board on an ongoing basis the number of customers served, the types of services provided, and the outcome of those services.
3. SWAJCC-Elk Grove collects satisfaction data from individuals and employers using the AJCC's services.
4. SWAJCC-Elk Grove operates in a cost-efficient manner and the resources invested are justified by the results.
5. SWAJCC-Elk Grove regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.

Continuous Improvement Opportunities

1. SWAJCC-Elk Grove will continue to work closely with staff, partners and employers to identify areas of needed technical assistance to improve business results.

By signing below, the Local Board Chair attests to the **AJCC's Certification Indicator Assessment** and agrees to develop a continuous improvement plan with target dates with the AJCC.

Signature
Anette Smith

Name
Chair

Title

Affiliate/Specialized AJCC Certification Matrix Baseline Criteria

The baseline America's Job Center of CaliforniaSM (AJCC) Certification is intended to ensure that every affiliate/specialized AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each affiliate/specialized AJCC by November 1, 2021.

Name of Local Board ~~SETA- Sacramento Works, INC.~~ _____

Name of AJCC ~~Folsom Cordova Community Partnership~~ _____

Implements the signed Memorandums of Understanding (MOU)	Yes	No
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a specialized/affiliate center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to specialized/affiliate centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> • <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996) • <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52) • <i>Disabled Persons Act</i> (California Civil Code Section 54-55) • <i>California Building Code</i> Title 24 Chapter 11B • <i>California Government Code</i> 7405 • <i>California Government Code</i> 11135 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Such requirements include, but are limited to, the following: <ul style="list-style-type: none"> • Providing reasonable accommodations for individuals with disabilities. • Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. • Administering programs in the most integrated setting appropriate. • Communicating with persons with disabilities as effectively as with others. • Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. • Providing for the physical accessibility of the AJCC to individuals with disabilities. 		
Was WIOA Section 188 compliance monitoring completed for PY 19-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: Click here to enter text.		
Was a corrective action plan submitted?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is the status of the findings open or closed?: Click here to enter text. If closed, as of what date?: Click here to enter text.		
The AJCC meets all Baseline Criteria for Baseline AJCC Certification	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

Signature

Anette Smith

Chair
Title

AJCC Certification Indicator Assessment

The America’s Job Center of CaliforniaSM (AJCC) Certification Indicator Assessement is intended to encourage continuous improvement by identifying areas where an AJCC is exceeding quality expectations, as well as areas where improvement is needed. The Certification Indicators were developed in alignment with Training and Employment Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup’s vision for California’s One-Stop delivery system.

The matrix below describes each Certification Indicator using both characteristics of a high-quality AJCC and the overall vision and strategies of the State Plan. Additionally, the Certification Indicators are provided as guidance for the evaluator to use in order to note the assessment of the AJCC’s strengths and continuous improvement opportunities.

The Local Board may establish additional criteria, or set higher standards for continuous improvement than those suggested by the state criteria below.

Local Boards must submit a completed AJCC Certification Indicator Assessment to their Regional Advisor for each comprehensive and/or affiliate/specialized AJCC by November 1, 2021.

Name of Local Board SETA/ Sacramento Works, INC.

Name of AJCC Folsom Cordova Community Partnership Job Center AJCC

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or Limited English Proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.	<ul style="list-style-type: none">a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

AJCC Certification Indicators

- All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.
- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Folsom Cordova AJCC continues to enhance its universal access to programs and services to customers from every background to facilitate One-Stop system utilization and access to its services. Folsom Cordova AJCC's strength is the diversity of its staff with the unique skills and abilities to engage customers with barriers to employment to meet their workforce preparation needs. The majority of customers who visit the Job Center for services are low income, basic skills deficient, and immigrant population with limited English. Therefore, Folsom Cordova AJCC continues to place a high emphasis on customers with barriers to employment to provide them with the essential support and resources to get those customers into the workforce. Folsom Cordova AJCC has accommodations onsite for hearing impaired and visually challenged as well as proper clearance for those using assistive devices. Folsom Cordova AJCC has over 10 years of experience serving individuals with disabilities and recently added an ADA compliant entrance for service sign with Grade 2 braille for visually impaired individuals to be able to ring for service. Folsom Cordova AJCC has been funded to provide services for a Disability Employment Accelerator (DEA) under a state grant. Folsom Cordova AJCC partners with many entities including DOR, probation, foster youth housing, homeless shelters and educational partners to reach those most in need in our community.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, colocated partnership that seamlessly incorporates the services of all the AJCC partners.</p>	<p>a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client’s particular and potentially unique needs so as to facilitate skills-attainment.</p>

Quality Indicators

- A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services.
- Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers.
- The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC’s contribution to the system and make recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff have received an orientation to all partner programs and services.
- One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations.
- The AJCC’s partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.
- The AJCC connects to the community through multiple community partnerships and community access points.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Folsom Cordova AJCC is located on the campus of Folsom Cordova Adult Education, allowing for easy access and ability to provide seamless transition to additional services including adult education, career training and services to high risk youth. Folsom Cordova AJCC also offers access through both in person and virtual service delivery models to be able to provide easy access to services. Folsom Cordova AJCC always strives to explore other community based partners to collaborate and coordinate services to supplement its resources to meet customers needs and works with community navigators on how to effectively refer and increase access to services. Folsom Cordova AJCC is ready and willing to accommodate additional partner representatives at our site or through virtual connections. Folsom Cordova AJCC is in the process of finalizing a placement for a DOR representative on site in August 2021. Folsom Cordova AJCC would benefit from having an assigned EDD representative to provide assistance and guidance on unique issues or matters pertaining to Unemployment Insurance benefits.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required.	<ul style="list-style-type: none">a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

AJCC Certification Indicators

- AJCC staff **identify with the AJCC system** (and not just their specific program), believe that all AJCC customers **are shared customers**, and contribute to providing a positive AJCC experience for every AJCC customer.
- AJCC staff have received customer service and customer-centered design training
- AJCC staff are **cross-trained in program** partner eligibility and services, so they have the capacity to functionally serve customers well.
- The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an **integrated functional organizational chart**.
- The AJCC has a system in place to promptly **greet all AJCC customers**, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible
- The AJCC has **developed integrated customer flow procedures** that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few **hand-offs** as possible.
- All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/**integrate the delivery of those services**.
- The AJCC has established protocols **to co-enroll customers** in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Folsom Cordova AJCC utilizes a strength based and Human Centered Design approach to engage its customers in all programs and services. FCCP AJCC staff receive training on Customer Centered/ Human Centered Design twice a year. Staff are also trained on becoming knowledgeable on various programs under the umbrella of Folsom Cordova AJCC, to be able to integrate and provide expert intake process for all customers entering the center. Frontline staff have been trained to effectively assist customers with basic eligibility requirements on site and make appropriate referrals to partner programs to expedite access to services that fit their needs.

The Job Center Manager provides monthly Folsom Cordova AJCC meetings to inform staff regarding updates and maintains ongoing case management systems ensuring information collected from customers at intake is documented accurately, timely and properly secured. Customers are assessed for possible co-enrollment in other programs when appropriate and suitable to their service needs and career goals. Folsom Cordova AJCC managers attend monthly system wide AJCC meetings on system integration, operations and new initiatives. During these meetings data on each site is reviewed regarding outlined performance measures and identified resources or support needed to meet the needs of the site and customers. All data is submitted with written consent from the customer. Collaborative partnership and offsite meetings or training resources received by the AJCC manager or staff is collectively shared with the rest of Folsom Cordova AJCC workforce team members during site meeting and all staff meetings.

AJCC Certification Indicator #4: 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.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today’s global economy. b. Value skill development by assessing and improving each individual’s basic, occupational, and employability skills. c. Balance traditional labor exchange services with strategic talent development within a regional economy. d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services. 	<ul style="list-style-type: none"> a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials. b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation. c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses. d. AJCCs as an access point for programs that provide for “demand-driven skills attainment.” From this perspective, AJCCs will be operated as an “on ramp” or “gateway” to the “Regional Sector Pathways” programs either built-out or identified through the regional planning process described above. e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

AJCC Certification Indicators

- All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and **employment outcomes** and know how they can promote and contribute to both.
- All AJCC staff know the regional target sectors, can identify **regional sector career pathways**, and can understand what those mean in terms of providing services to customers.
- The AJCC has skill development and **training opportunities for customers at all skill and experience levels.**
- The AJCC has robust training services and staff assists customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- The AJCC ensures that **supportive services are available to customers**, as appropriate, to facilitate participation in training services.
- The AJCC **strives to increase the number and percentage** of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

AJCC Certification Indicator #4: 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.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Folsom Cordova AJCC strives to make skills development for higher wage occupations a central component of its workforce development services to customers. Folsom Cordova AJCC presents customers of all skills level with information to improve their career pathway opportunity through training services. AJCC Staff engage customers who are looking for employment with comprehensive assessment tools utilizing value skills development to determine the skills required for customers to become competitive in the labor market. Customers are presented with free online learning resources called Metrix to gain or improve skills required in the areas of their career or work interest. Folsom Corodva AJCC has Folsom Cordova Adult School as a co-located partner for WIOA Title II services. AJCC staff utilize local labor market information to guide customers towards training service credentials in occupations that are in higher demand and with higher wages. Supportive services are available to customers with barriers to enable them to participate and successfully complete skills development training services.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.</p> <p>b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.</p> <p>To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.</p> <p>This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.</p> <p>Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.</p>	<p>a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.</p> <p>b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors’ skills needs.</p> <p>c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state’s industry sector needs so as to provide California’s high road employers and businesses with the skilled workforce it needs to compete in the global economy.</p>

AJCC Certification Indicators

- All AJCC staff have high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers
- The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Folsom Cordova AJCC actively engages industry and labor, and supports regional sector strategies by structuring career pathways and training for specific industries that are in high demand – Certified Nursing Assistant, Licensed Vocational Nurse and other healthcare occupations. Folsom Cordova AJCC has a long history of commitment to support the labor skills needs in the administrative, healthcare and manufacturing industries in the region. The AJCC collaboration with Folsom Cordova Adult School (FCAS), Folsom Lake Community College District and other Los Rios Community Colleges as training providers, has helped contributed to the labor skills needs of local employers. Folsom Cordova AJCC has a strong relationship with the City of Rancho Cordova Chamber of Commerce. This creates engagement opportunities with local employers to identify their labor skills needs and in-demand occupations in certain industries.

In addition, the Folsom Cordova AJCC is an integral partner in the implementation of the business services strategy. The Folsom Cordova AJCC has provided feedback to the local board regarding information collected on the needs of local employers and information from industry forums to identify funding to address the skills gaps and training needs to bridge the job seeker with job opportunities. Information was collected based on participation on industry forums that were led by the Local Workforce Development Board (LWDB) members and engaged all one stop Partners, local educational providers, local businesses, local trade unions, and community based organizations.

Folsom Cordova AJCC braids services between employers and job seekers, and provides convenient access to business services such as: job recruitments, applicant screening, and small business development services. The Folsom Cordova AJCC offers a wide range of AJCC-based services for employers, including referral of qualified candidates, hosting in-person and virtual services to many small and large on- and off-site recruitments, pre-employment testing, and skill verification. In addition, Folsom Cordova AJCC partners with vendors to provide training to customers for employment opportunities.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. AJCC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJCC staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.</p> <p>b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.</p>	<p>a. Certification criteria will include an assessment of professional development and staff capacity building.</p>

AJCC Certification Indicators

- The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff on a regular basis.
- There is a capacity building and/or professional development plan for staff and partners.
- All AJCC staff have received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- All AJCC staff have received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.

- All AJCC staff have received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- All AJCC staff have received training on serving individuals with barriers to employment, including customers with disabilities.
- All AJCC staff have received training on providing excellent customer service and customer-centered design.
- All AJCC staff have received training on sector strategies, career pathways, job quality and high road training partnerships.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Folsom Cordova AJCC assesses and identifies opportunities to cross-train staff and receive cross-training on partner programs in order for them to possess the knowledge, skill and motivation to provide excellent service to job seekers, including those individuals with disabilities. The cross-trainings are recorded and have been placed on the Folsom Cordova AJCC internal website to allow staff members the ability to review the trainings any time. Cross-training allows staff to understand all aspects of the program functions, pertaining to the overall vision of the Sacramento Employment and Training Agency Workforce Development Board. In addition, cross-training has allowed staff to build relationships with other AJCC Partners' staff and allows for updates on AJCC activities. The AJCC Partners provide access to each required AJCC Partner's program through cross-referrals, such as: physically collocating at the AJCC, being available for appointments to job seekers, and having appropriate technologies at the AJCC. The AJCC Partners are committed to administering independently funded programs as a set of integrated streamlined services to job seekers and employers, by conducting partner meetings, producing marketing materials, coordinating job fairs, providing soft skills workshops, entering into a universal job posting system, offering cross-promotion of services, cross-training of staff, and developing a referral process to ensure customers' needs are met.

Staff at the Folsom Cordova AJCC are highly trained and skilled in advising customers of their options, knowledgeable about local labor market information, are aware of available partner services, and developed a referral process to ensure customers' needs are met. In addition, bilingual staff assist limited English-speaking customers to make certain that they receive equal access to services. Staff are well-trained on using CalJOBS and assist customers in how to navigate in CalJOBS to match the customer to available job opportunities. Staff receive ongoing training to be able to provide excellent customer service through customer-centered design techniques and methodologies, including serving customers with barriers to employment and individuals with disabilities. Folsom Cordova AJCC's management and staff meet regularly to ensure that customers receive excellent customer service.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.</p> <p>b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.</p>	<p>a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.</p>

AJCC Certification Indicators

- The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC’s services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The Folsom Cordova AJCC creates an integrated workforce development system that is results oriented, outcome driven and responsive to market analysis of the employer and job market. Folsom Cordova AJCC focuses on ensuring customer service excellence, seeking continuous improvement, and creating value by enhancing employment opportunities for all individuals including those with disabilities and significant employment barriers. To achieve this vision, a focused and deliberate collaboration between education, workforce development and economic development network partners is fostered to maximize the competitiveness of businesses and the productivity of the local workforce, to increase regional economic prosperity. Folsom Cordova AJCC works closely with the data provided by the City's Economic Development to inform operational policies that reflect an integrated system of performance, communication, and case management. Folsom Cordova AJCC uses technology to achieve integration and expanded service offerings to allow customers with barriers to achieve employment opportunities, including those individuals with disabilities such as digital platforms of Microsoft Teams and Zoom. The AJCC staff was able to utilize resources to provide laptops for customers to receive virtual coaching, virtual training, reminders, referrals to online and shared community resources, notices to job/resource fairs and other employment opportunities, and matching clients with job opportunities via text, email and voicemail to the customers' smart devices regardless of their geographic location.

Folsom Cordova AJCC has a Grievance procedure that follows certain procedures to ensure the complaint and/or grievance is handled professionally and fairly and develops specific plans for AJCC service improvements.

The data entry staff at the AJCC are well-trained and understand the importance of data validation, data collection processes, accurate reporting and confidentiality. These staff members obtain continuous training throughout the year on these topics. All WIOA Partners collaborate and work collectively toward the successful achievements that Folsom Cordova contributes to the WIOA performance goals for all core program partners. Folsom Cordova AJCC regularly reports to the SETA on the number of customers served, the types of services provided, and the outcomes of those services. This information allows Board members to see how impactful the AJCC is to the local community. Overall, the AJCC operates in a cost-efficient manner and the resources invested are justified by the results it obtains for the enhancement of employment opportunities for all individuals, including those with disabilities and significant employment barriers.

By signing below, the Local Board Chair attests to the **AJCC's Certification Indicator Assessment** and agrees to develop a continuous improvement plan with target dates with the AJCC.

Signature
Anette Smith

Chair

Director of Programs

Affiliate/Specialized AJCC Certification Matrix Baseline Criteria

The baseline America's Job Center of CaliforniaSM (AJCC) Certification is intended to ensure that every affiliate/specialized AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each affiliate/specialized AJCC by November 1, 2021.

Name of Local Board — SETA/Sacramento Works, INC.

Name of AJCC — Franklin AJCC

Implements the signed Memorandums of Understanding (MOU)	Yes	No
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a specialized/affiliate center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to specialized/affiliate centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> • <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996) • <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52) • <i>Disabled Persons Act</i> (California Civil Code Section 54-55) • <i>California Building Code</i> Title 24 Chapter 11B • <i>California Government Code</i> 7405 • <i>California Government Code</i> 11135 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Such requirements include, but are limited to, the following: <ul style="list-style-type: none"> • Providing reasonable accommodations for individuals with disabilities. • Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. • Administering programs in the most integrated setting appropriate. • Communicating with persons with disabilities as effectively as with others. • Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. • Providing for the physical accessibility of the AJCC to individuals with disabilities. 		
Was WIOA Section 188 compliance monitoring completed for PY 19-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: Click here to enter text.		
Was a corrective action plan submitted?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is the status of the findings open or closed?: Click here to enter text. If closed, as of what date?: Click here to enter text.		
The AJCC meets all Baseline Criteria for Baseline AJCC Certification	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

Signature

Anette Smith

Name

Chair

Title

AJCC Certification Indicator Assessment

The America’s Job Center of CaliforniaSM (AJCC) Certification Indicator Assessement is intended to encourage continuous improvement by identifying areas where an AJCC is exceeding quality expectations, as well as areas where improvement is needed. The Certification Indicators were developed in alignment with Training and Employment Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup’s vision for California’s One-Stop delivery system.

The matrix below describes each Certification Indicator using both characteristics of a high-quality AJCC and the overall vision and strategies of the State Plan. Additionally, the Certification Indicators are provided as guidance for the evaluator to use in order to note the assessment of the AJCC’s strengths and continuous improvement opportunities.

The Local Board may establish additional criteria, or set higher standards for continuous improvement than those suggested by the state criteria below.

Local Boards must submit a completed AJCC Certification Indicator Assessment to their Regional Advisor for each comprehensive and/or affiliate/specialized AJCC by November 1, 2021.

Name of Local Board SETA/ Sacramento Works, Inc.

Name of AJCC Franklin AJCC

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or Limited English Proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.	<ul style="list-style-type: none">a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

AJCC Certification Indicators

- All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.
- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. Franklin AJCC has a professional and customer friendly atmosphere and is adequately maintained.
2. Franklin is located in South Sacramento and conveniently located near the Florin light rail station.
3. Franklin staff are skilled in working with customers of diverse backgrounds. Staff are trained and are provided professional development opportunities.
4. Franklin AJCC is configured for customers to easily access services, resources, and staff assistance.
5. Upon entry, customers are warmly greeted and all equipment is in working order. There is a Welcome Team and a Coach of the Day available for walk-ins.
6. Emergency evacuation procedures are in place and clearly marked.
7. Adequate security and safety precautions are in place to protect both staff and customers.
8. Franklin AJCC has a customer reception desk, on-site employer recruitment events, and job center staff.
9. Franklin AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
10. Franklin has assistive technology available. Staff received training on how to utilize the equipment and technology.
11. Franklin AJCC uses the principles of universal design and human-centered design to ensure universal access for all customers regardless of abilities, mobility, age, language, learning style, intelligence, or educational level.
12. The local Equal Opportunity Officer (Allison Noren) periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed. Franklin completed a self-assessment and determined that Sacramento Works America's Job Center – Franklin meets the requirements of WIOA Section 188 for program year 2020-21.
13. Franklin AJCC implements the veteran's preference and priority of service requirements.
14. Franklin AJCC delivers both AJCC-based and virtual services. Technology is available to provide and deliver virtual services. Customers are provided training on how to navigate CalJOBS virtual recruiter.

Continuous Improvement Opportunities

1. Staff participate in Interdisciplinary team meetings to improve communication, knowledge, and resource sharing. The Franklin team will continue to expand our virtual service offerings, such as online AJCC or partner service orientations, and ensure reasonable access to individuals with disabilities.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, colocated partnership that seamlessly incorporates the services of all the AJCC partners.</p>	<p>a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client’s particular and potentially unique needs so as to facilitate skills-attainment.</p>

Quality Indicators

- A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services.
- Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers.
- The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC’s contribution to the system and make recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff have received an orientation to all partner programs and services.
- One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations.
- The AJCC’s partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.
- The AJCC connects to the community through multiple community partnerships and community access points.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. DHA and other partners believe that Franklin (including Mather) AJCC adds value to their program and their customers.
2. One-Stop system marketing materials have been developed that overview our partner services for distribution to customers at the AJCC and at all partner locations.
3. Franklin AJCC actively outreaches and provides access to partners' customers to participate in services.

Continuous Improvement Opportunities

1. Build on the system that allows for staff to work with partners- both co-located and non-co-located.
2. Continuously update and familiarize staff with all partner programs and services.
3. Establish connection to the community through multiple community partnerships and community access points.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required.	<ul style="list-style-type: none">a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

AJCC Certification Indicators

- AJCC staff identify with the AJCC system (and not just their specific program), believe that all AJCC customers are shared customers, and contribute to providing a positive AJCC experience for every AJCC customer.
- AJCC staff have received customer service and customer-centered design training
- AJCC staff are cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
- The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.
- The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible
- The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
- The AJCC has establish protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. Franklin AJCC staff have received customer service and Human Centered Design training.
2. Franklin AJCC staff identify with the local one-stop system and not just their specific program.
3. AJCC staff are versed in referring customers to either partner programs and/or the local Comprehensive AJCC.
4. The Franklin team participates in Integrated Resource and Case Review Teams.
5. Franklin AJCC staff utilize a Human Centered Service Design model to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

Continuous Improvement Opportunities

6. Continuously improve on the integrated service delivery by leveraging resources and coordinating services to meet the needs of client.
7. Staff will continue attending trainings and improving on the Human Centered and focused customer service.
8. Franklin Staff will be cross-trained and provided the knowledge base to align and integrate the delivery of those services.
9. Develop a Hybrid approach to providing Virtual and In-person services. Staff training on customer flow procedures needs to be continuously updated and redesigned to meet the needs of a changing environment. The goal is to create a system that moves a customer seamlessly between AJCC entry and service delivery between partners.

AJCC Certification Indicator #4: 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.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today’s global economy. b. Value skill development by assessing and improving each individual’s basic, occupational, and employability skills. c. Balance traditional labor exchange services with strategic talent development within a regional economy. d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services. 	<ul style="list-style-type: none"> a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials. b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation. c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses. d. AJCCs as an access point for programs that provide for “demand-driven skills attainment.” From this perspective, AJCCs will be operated as an “on ramp” or “gateway” to the “Regional Sector Pathways” programs either built-out or identified through the regional planning process described above. e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

AJCC Certification Indicators

- All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- All AJCC staff know the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- The AJCC has robust training services and staff assist customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

AJCC Certification Indicator #4: 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.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. Franklin AJCC staff are committed to, and proficient in, assisting customers navigate career pathways that result in industry-recognized credentials and self-sufficiency.
2. Franklin AJCC has skill development and/or training opportunities for customers at all skill and experience levels.
3. Franklin AJCC does not implement a "sequence of service requirement" for training and does not have cumbersome entry steps that prohibit easy access to education and training.
4. Franklin AJCC value skill development by assessing and improving each individual's basic, occupational, and employability skills.
5. Franklin AJCC creates opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services.

Continuous Improvement Opportunities

1. Continuously train staff on career pathways, Industry sectors, and demand occupations.
2. Provide staff the opportunity to learn from the regional sector work and studies that have been sponsored by SETA.
3. Staff will continue to provide mobile services to meet customer needs and to make accessing services more convenient.
4. The entire SWAJCC system makes it a priority to provide free and low cost training available to customers. Staff are provided the resources and the tools. Continuous training on Metrix learning is provided to staff, as well as technical assistance to navigate the system. A training on how to Navigate the System and Build a Career Coaching Plan is in development.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.</p> <p>b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.</p> <p>To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.</p> <p>This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.</p> <p>Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.</p>	<p>a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.</p> <p>b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors’ skills needs.</p> <p>c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state’s industry sector needs so as to provide California’s high road employers and businesses with the skilled workforce it needs to compete in the global economy.</p>

AJCC Certification Indicators

- All AJCC staff have high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers
- The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. Franklin AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers.
2. Franklin AJCC work seamlessly with the Sacramento Employment and Training Agency Employer Services unit on keeping current on labor market trends and fulfilling local employers' need.
3. Franklin AJCC offers a wide range of pre-employment testing and industry-specific skills verification through use of various assessment tools as well as WorkKeys.
4. Franklin AJCC has typing tutorial software available for all job seekers and offers certified typing certificates accepted through the State of California's CAL HR for clerical position free of charge.

Continuous Improvement Opportunities

1. Continue working closely with SETA Employer Services as well as outreach to local employers for on-site recruitment on a consistent basis.
2. In addition to Employer Services, a Job Developer network/committee was established to strengthen our ability as a team to recruit employers and meet our customers' needs.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. AJCC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJCC staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.</p> <p>b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.</p>	<p>a. Certification criteria will include an assessment of professional development and staff capacity building.</p>

AJCC Certification Indicators

- The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff on a regular basis.
- There is a capacity building and/or professional development plan for staff and partners.
- All AJCC staff have received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- All AJCC staff have received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.

- All AJCC staff have received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- All AJCC staff have received training on serving individuals with barriers to employment, including customers with disabilities.
- All AJCC staff have received training on providing excellent customer service and customer-centered design.
- All AJCC staff have received training on sector strategies, career pathways, job quality and high road training partnerships.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. Franklin AJCC staff apply Human Centered Design as a focal point for serving all customers.
2. Franklin AJCC staff have received training on how to use labor market information to help customers identify career pathways, develop in-demand skills and credentials, and find jobs.
3. Franklin AJCC staff have received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
4. Franklin AJCC staff have received training on serving individuals with barriers to employment, including customers with disabilities.
5. Franklin AJCC staff continuously attend the SacWork Support Training Labs monthly.
6. Franklin AJCC staff attend CRT/Staff meeting on a weekly basis to discuss cases and share resources.
7. Franklin AJCC staff attend Interdisciplinary Team meetings when there is a need to coordinate services and draw in a team of diverse professionals.

Continuous Improvement Opportunities

1. Develop opportunities for in-person professional development and training.
2. Continue to build partnerships with community based organizations.
3. Provide training on Virtual Service Delivery.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.</p> <p>b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.</p>	<p>a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.</p>

AJCC Certification Indicators

- The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC’s services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. The Franklin AJCC met or exceeded performance goals across multiple WIOA performance indicators for all core program partners.
2. The Franklin AJCC staff consistently review goals, follows data analysis with goal setting and discussions around performance measures. Staff participate in CRTs to discuss employment outcomes, trends, and resources that support positive resources.
3. The Franklin AJCC shares employment and training related outcomes with stakeholders and with the WD Board on an ongoing basis to improve services and performance. The customers are invited to share with the Board their professional successes and experiences accessing job center services.
4. The Franklin AJCC gathers and responds to customer feedback, concerns, complaints, and satisfaction. Customers are provided with the WIOA Complaint/Grievance Procedures at the time of first visit.
5. The Franklin AJCC leverages partnerships, resources, grants and special initiatives to extend funding for employment, training and supportive services to customers.
6. The Franklin AJCC is provided technical assistance in CalJOBS case management, labor market trends, career pathway, and Human Centered Design. Trainings are provided by SETA, CWA, and partners.
7. The Franklin AJCC regularly reviews site based and system performance across the board. Staff consistently evaluate successful and negative outcomes to improve employment outcomes.

Continuous Improvement Opportunities

1. Franklin AJCC will gather industry feedback and recommendations to improve system and services for customers.
2. Franklin AJCC will continue to work closely with staff, partners and employers to identify areas of needed technical assistance to improve business results.
3. The Franklin AJCC will provide tools and training to staff on how to use data to identify community needs and improve service delivery help.

By signing below, the Local Board Chair attests to the **AJCC's Certification Indicator Assessment** and agrees to develop a continuous improvement plan with target dates with the AJCC.

Signature
Anette Smith

Name
Chair

Title

AJCC Certification Indicator Assessment

The America’s Job Center of CaliforniaSM (AJCC) Certification Indicator Assessement is intended to encourage continuous improvement by identifying areas where an AJCC is exceeding quality expectations, as well as areas where improvement is needed. The Certification Indicators were developed in alignment with Training and Employment Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup’s vision for California’s One-Stop delivery system.

The matrix below describes each Certification Indicator using both characteristics of a high-quality AJCC and the overall vision and strategies of the State Plan. Additionally, the Certification Indicators are provided as guidance for the evaluator to use in order to note the assessment of the AJCC’s strengths and continuous improvement opportunities.

The Local Board may establish additional criteria, or set higher standards for continuous improvement than those suggested by the state criteria below.

Local Boards must submit a completed AJCC Certification Indicator Assessment to their Regional Advisor for each comprehensive and/or affiliate/specialized AJCC by November 1, 2021.

Name of Local Board Sacramento Works, Inc. SETA

Name of AJCC Fruitridge

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or Limited English Proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.	<ul style="list-style-type: none">a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

AJCC Certification Indicators

- All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.
- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Fruitridge Career Center Strengths:

1. Fruitridge has staff that are committed to serving this community.
2. Fruitridge is located uniquely in the heart of the South Oak Park community where poverty and despair are openly visible, but the Center is known in the community as a resource.
3. The Center, with its access to computers, copying, and Job Bulletin Board is easily accessible to the customers as they use the Center.
4. The Center's location is in front of a city bus stop and our customers regularly use the bus line to use the Center.
5. The Center has partnerships with other non-profit organizations on the campus and near the campus and these nonprofit organizations conduct activities in collaboration with each other.
6. The Center offers supplemental supports for people in need and what it cannot supply the Center refers customers to accessible partners.
7. When the Center lacks a particular resource that a customer may need, the staff actively seek out those resources to further assist the customer so that the customer knows that the Center is advocating for the customer, which in some instances is what a client really needs.
8. The Center uses a human-centered approach to service so that every customer feels welcomed and cared for regardless of their race, age, culture, handicap, learning style, intelligence, lifestyle, language or education level.
9. The Center employs the Case Review Team system so that customer cases are discussed as a team with a team approach to solving problems and advancing the customer's interests.

Continuous Improvements:

1. The Center can continuously improve on its execution of services and continue to expand its partnerships.
2. The Center intends to secure additional grants to expand its ability to provide additional services.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, colocated partnership that seamlessly incorporates the services of all the AJCC partners.</p>	<p>a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client’s particular and potentially unique needs so as to facilitate skills-attainment.</p>

Quality Indicators

- A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services.
- Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers.
- The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC’s contribution to the system and make recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services.
- One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations.
- The AJCC’s partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.
- The AJCC connects to the community through multiple community partnerships and community access points.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. Fruitridge believes in the One-Stop system for effective partnerships and continuously works at developing ongoing partnerships with other non-profit organizations and agencies.
2. Specifically, Fruitridge seeks partner relationships with governmental agencies because one of the primary functions of the non-profit is to perform services that the government may not have the capacity or ability to perform. By the government and the non-profits working together, gaps in services for the community can be filled. Fruitridge will continue to build partnership relationships with non-profits and various government agencies.
3. Fruitridge meets regularly with staff to discuss potential partnerships so that the staff are actively involved in developing these relationships.
4. Fruitridge actively promotes in its marketing its desire to engage in partnerships with organizations and agencies.
5. Fruitridge collaborates with other non-profits to jointly host and promote the Center and those organizations.
6. Fruitridge views its position as a critical component to other non-profits achieving their objectives by being available as a referral. Unemployment is often a critical piece in completing the wrap-around services for people in need.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

US DOL Characteristics of a High Quality AJCC

- a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.
- b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.
- c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required.

California State Plan Vision and Strategies

- a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.
- b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

AJCC Certification Indicators

- AJCC staff identifies with the AJCC system (and not just their specific program), believes that all AJCC customers are shared customers, and contributes to providing a positive AJCC experience for every AJCC customer.
- AJCC staff have received customer service and customer-centered design training
- AJCC staff is cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
- The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.
- The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible
- The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
- The AJCC has establish protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. At Fruitridge, the Customer is the focus of the work. The staff is trained to assess the needs of customers as they enter the Center and outline a set of goals and objectives that are agreed upon by the customer and the Career Coach.
2. The staff is trained in a seamless enrollment process that the customer understands before the enrollment begins to allow for the smooth delivery of services.
3. The staff are trained to develop a relationship of trust with the customer so that the customer will more likely be honest with providing the necessary information so that the staff can provide services.
4. The staff are trained to assess whether this Center is capable of serving the customer and if not, the staff will make the appropriate referral to another agency or organization.
5. The staff are trained to make follow up contacts to make sure the customer is continuing with planned activities.
6. The Center continues to re-evaluate the delivery of services by exploring how other centers operate and perform and to consult with other centers to learn additional approaches to serve.

AJCC Certification Indicator #4: 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 pathway.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today’s global economy. b. Value skill development by assessing and improving each individual’s basic, occupational, and employability skills. c. Balance traditional labor exchange services with strategic talent development within a regional economy. d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services. 	<ul style="list-style-type: none"> a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials. b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation. c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses. d. AJCCs as an access point for programs that provide for “demand-driven skills attainment.” From this perspective, AJCCs will be operated as an “on ramp” or “gateway” to the “Regional Sector Pathways” programs either built-out or identified through the regional planning process described above. e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

AJCC Certification Indicators

- All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- All AJCC staff knows the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- The AJCC has robust training services and staff assists customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

AJCC Certification Indicator #4: 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.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. The Fruitridge Career Center staff understand the importance of specific skill development and the attainment of industry recognized credentials, and we focus on these issues in the operation of the Center.
2. The Center staff are aware of the regional employment sectors and creates avenues for customers to become qualified and to guide customers to those employment sectors.
3. The staff are trained in recognizing trends in various industries to understand which employment sectors are opening and which are closing.
4. The Center offers supportive services and resources to enhance the success of our clients in their training programs.
5. The Center is expanding its partnerships in the city to direct customers towards obtaining industry-recognized credentials that lead to employment.
6. The Center will continue to improve in this area by developing a systematic approach that identifies specific jobs that require a certificate, the length of time it takes to obtain a certificate, the place to obtain the certificate, and the cost of the certificated program. Our goal is to funnel clients into specific professions and assist them in their preparation.

7. AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives. b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy. <p>To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.</p> <p>This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.</p> <p>Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.</p>	<ul style="list-style-type: none"> a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth. b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors’ skills needs. c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state’s industry sector needs so as to provide California’s high road employers and businesses with the skilled workforce it needs to compete in the global economy.

AJCC Certification Indicators

- All AJCC staff has high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers
- The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. The Fruitridge Career Center works with employers by engaging them in discussions to learn about their employment needs.
2. The Center hosts a hiring event at least once a month that is organized with employers, including discussions about job descriptions, rates of pay, and job qualifications.
3. The Center is in discussions with employers to identify some of their hiring challenges, including educating employees around job culture issues, interpersonal relations, drug use, cell phone use, and other issues that impact the employer and employee relationship.
4. The Center seeks to continuously improve upon building successful relationships between the employers, employees, and the job center.
5. The Center connects with partners to promote high quality jobs as well as entry level positions with clear routes for promotions.
6. The Center works with the Local Board's business services strategy by using the regular job postings from SETA so that businesses do not need to be independently contacted by our Center.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. AJCC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJCC staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.</p> <p>b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.</p>	<p>a. Certification criteria will include an assessment of professional development and staff capacity building.</p>

AJCC Certification Indicators

- The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff on a regular basis.
- There is a capacity building and/or professional development plan for staff and partners.
- All AJCC staff has received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- All AJCC staff has received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.

- All AJCC staff has received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- All AJCC staff has received training on serving individuals with barriers to employment, including customers with disabilities.
- All AJCC staff has received training on providing excellent customer service and customer-centered design.
- All AJCC staff has received training on sector strategies, career pathways, job quality and high road training partnerships.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. The Fruitridge Career Center has a well-informed, well trained and dedicated staff to carry out its mission.
2. The staff are trained to assess the needs of all customers with a focus on them achieving their employment goals and life-skill development.
3. The staff are trained across various services from obtaining government supports for clients from learning financial literacy to encouraging client success in life after the job.
4. The staff meets every weekday morning during our CRT to update and inform each other on the cases as well as to learn of new opportunities to serve customers. These meetings keep the staff well informed.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.</p> <p>b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.</p>	<p>a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.</p>

AJCC Certification Indicators

- The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC’s services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. The Center seeks to contribute to achieving WIOA performance indicators.
2. The Center operates cost-efficiently and assures that the resources are properly invested to obtain our expected results.
3. The Center routinely reviews and analyzes its performance, customer satisfaction, and service data to continuously improve.
4. Because the Center regularly hosts job events, it routinely identifies areas of improvements and immediately responds to the needs.

By signing below, the Local Board Chair attests to the **AJCC's Certification Indicator Assessment** and agrees to develop a continuous improvement plan with target dates with the AJCC.

Signature
Anette Smith

Name
Chair

Title

Affiliate/Specialized AJCC Certification Matrix Baseline Criteria

The baseline America's Job Center of CaliforniaSM (AJCC) Certification is intended to ensure that every affiliate/specialized AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each affiliate/specialized AJCC by November 1, 2021.

Name of Local Board — SETA _____

Name of AJCC — Fruitridge AJCC _____

Implements the signed Memorandums of Understanding (MOU)	Yes	No
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a specialized/affiliate center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to specialized/affiliate centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> • <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996) • <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52) • <i>Disabled Persons Act</i> (California Civil Code Section 54-55) • <i>California Building Code</i> Title 24 Chapter 11B • <i>California Government Code</i> 7405 • <i>California Government Code</i> 11135 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Such requirements include, but are limited to, the following: <ul style="list-style-type: none"> • Providing reasonable accommodations for individuals with disabilities. • Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. • Administering programs in the most integrated setting appropriate. • Communicating with persons with disabilities as effectively as with others. • Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. • Providing for the physical accessibility of the AJCC to individuals with disabilities. 		
Was WIOA Section 188 compliance monitoring completed for PY 19-20? N/A	<input type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: Click here to enter text.		
Was a corrective action plan submitted?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is the status of the findings open or closed?: Click here to enter text. If closed, as of what date?: Click here to enter text.		
The AJCC meets all Baseline Criteria for Baseline AJCC Certification	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

Signature

Anette Smith

Name

Chair

Title

Affiliate/Specialized AJCC Certification Matrix Baseline Criteria

The baseline America's Job Center of CaliforniaSM (AJCC) Certification is intended to ensure that every affiliate/specialized AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each affiliate/specialized AJCC by November 1, 2021.

Name of Local Board SETA – Sacramento Works, INC. _____

Name of AJCC CHD Galt AJCC _____

Implements the signed Memorandums of Understanding (MOU)	Yes	No
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a specialized/affiliate center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to specialized/affiliate centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> • <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996) • <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52) • <i>Disabled Persons Act</i> (California Civil Code Section 54-55) • <i>California Building Code</i> Title 24 Chapter 11B • <i>California Government Code</i> 7405 • <i>California Government Code</i> 11135 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Such requirements include, but are limited to, the following: <ul style="list-style-type: none"> • Providing reasonable accommodations for individuals with disabilities. • Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. • Administering programs in the most integrated setting appropriate. • Communicating with persons with disabilities as effectively as with others. • Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. • Providing for the physical accessibility of the AJCC to individuals with disabilities. 		
Was WIOA Section 188 compliance monitoring completed for PY 19-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: Click here to enter text.		
Was a corrective action plan submitted?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is the status of the findings open or closed?: Click here to enter text. If closed, as of what date?: Click here to enter text.		
The AJCC meets all Baseline Criteria for Baseline AJCC Certification	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

Signature

Anette Smith

Name

Chair

Title

AJCC Certification Indicator Assessment

The America’s Job Center of CaliforniaSM (AJCC) Certification Indicator Assessement is intended to encourage continuous improvement by identifying areas where an AJCC is exceeding quality expectations, as well as areas where improvement is needed. The Certification Indicators were developed in alignment with Training and Employment Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup’s vision for California’s One-Stop delivery system.

The matrix below describes each Certification Indicator using both characteristics of a high-quality AJCC and the overall vision and strategies of the State Plan. Additionally, the Certification Indicators are provided as guidance for the evaluator to use in order to note the assessment of the AJCC’s strengths and continuous improvement opportunities.

The Local Board may establish additional criteria, or set higher standards for continuous improvement than those suggested by the state criteria below.

Local Boards must submit a completed AJCC Certification Indicator Assessment to their Regional Advisor for each comprehensive and/or affiliate/specialized AJCC by November 1, 2021.

Name of Local Board SETA- Sacramento Works, INC

Name of AJCC Galt AJCC

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or Limited English Proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.	<ul style="list-style-type: none">a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

AJCC Certification Indicators

- All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.
- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Strengths:

- The Galt AJCC Team is made up of diverse and bilingual staff and partners who accommodate diversity and are comfortable and adept to working with all types of individuals with disabilities, cultural differences, and barriers to employment.
- The Galt AJCC has the Limited English Language proficiency policy in place. Many of our customers are English language learners.
- Resources and information material are made available in other languages or are available through interpretation/ translation.
- The Galt AJCC layout is designed based on customer-centered design making information, resources, and assistance easily accessible.
- The AJCC has implemented the veteran's priority of service policy.
- Regional and local trainings for AJCC staff to better serve special individuals with barriers to employment.
- AJCC has accessible stations and assistive technology available for individuals with disabilities.
- Adequate facility accessibility is in compliance with federal and state EEO and nondiscrimination regulations and requirements.
- AJCC hosts onsite services and virtual event via Zoom during regular business hours or outside of regular business hours.
- Galt AJCC is in compliance with WIOA Section 188 Equal Opportunity and Nondiscrimination requirements.
- AJCC staff are trained in the use of assistive technology.

Continuous Improvement Recommendations:

- Ongoing compliance review to ensure compliance in accordance with ADA, WIOA Section 188, and all other applicable federal and state regulations.
- Ongoing staff training on customer centered design and universal access to programs and services.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, colocated partnership that seamlessly incorporates the services of all the AJCC partners.</p>	<p>a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client’s particular and potentially unique needs so as to facilitate skills-attainment.</p>

Quality Indicators

- A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services.
- Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers.
- The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC’s contribution to the system and make recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services.
- One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations.
- The AJCC’s partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.
- The AJCC connects to the community through multiple community partnerships and community access points.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths:

- A system is in place to assess the satisfaction of both co-located and non-co-located partners with the AJCC and its services.
- Co-located and non-co-located partners believe that the AJCC adds value to their program and their customers.
- The Galt AJCC meets on a monthly basis with co-located and non-co-located partners to discuss the One-Stop system and the AJCC's contribution to the system and makes recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-co-located partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- An inventory and overview of all partner services are available to all AJCC staff and all AJCC staff have received an orientation to all partner programs and services.
- The AJCC connects to the community through multiple community partnerships and community access points and reports progress on referrals made.

Continuous Improvement Recommendations:

- Improve cross training about programs and services with co-located and non-co-located partners.
- Update on an ongoing basis the inventory and overview of all community resources and partner services available to AJCC clients.
- Referrals need to be recorded for partners to follow up through and report progress on referrals made.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required.	<ul style="list-style-type: none">a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

AJCC Certification Indicators

- AJCC staff identify with the AJCC system (and not just their specific program), believe that all AJCC customers are shared customers, and contribute to providing a positive AJCC experience for every AJCC customer.
- AJCC staff have received customer service and customer-centered design training
- AJCC staff are cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
- The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.
- The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible
- The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
- The AJCC has established protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Assessment of the AJCC's Strengths and Continuous Improvement Recommendations:

Strengths:

- The AJCC incorporates all partner staff to assist with basic services in the resource room.
- Staff have been trained in referring customers to partner programs and co-enrolling customers in more than one partner program that maximize resources and services.
- Center staff have been trained to implement the VOS greeter designed to quickly and effectively identify service priorities and alert staff to the needs of customers.

Continuous Improvement Recommendations:

- Ongoing training in different areas for integration of systems and sharing of information and keeping data confidentiality through common agreements.
- Ongoing training in customer service and customer-centered design.
- The AJCC conducts continuous training on eligibility and services as new programs are implemented.

AJCC Certification Indicator #4: 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.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today’s global economy. b. Value skill development by assessing and improving each individual’s basic, occupational, and employability skills. c. Balance traditional labor exchange services with strategic talent development within a regional economy. d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services. 	<ul style="list-style-type: none"> a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials. b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation. c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses. d. AJCCs as an access point for programs that provide for “demand-driven skills attainment.” From this perspective, AJCCs will be operated as an “on ramp” or “gateway” to the “Regional Sector Pathways” programs either built-out or identified through the regional planning process described above. e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

AJCC Certification Indicators

- All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- All AJCC staff know the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- The AJCC has robust training services and staff assist customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

AJCC Certification Indicator #4: 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.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

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Assessment of the AJCC's Strengths and Continuous Improvement Recommendations:

Strengths:

- Galt AJCC serves a wide range of customers with varying skill levels. Staff understand that customers coming to the AJCC have a wide range of backgrounds and needs. All partners and staff have the same goal for skill development and employment outcomes.
- The AJCC staff are well versed on the regional target sectors and career and training pathways that will align with job seekers needs, and the education, skills development and training services, resulting in industry recognized credentials.
- All staff are aware of supportive services for customers at the center.
- The front desk staff provides a robust orientation, helps the customers navigate the AJCC services, and coordinates efforts with the appropriate partner case manager to assist the customer.

Continuous Improvement Recommendations:

- The AJCC staff have experience and a good understanding of local and regional target sectors and ongoing training is in place to enhance their ability and effectiveness to help clients navigate career pathways.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.</p> <p>b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.</p> <p>To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.</p> <p>This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.</p> <p>Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.</p>	<p>a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.</p> <p>b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors’ skills needs.</p> <p>c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state’s industry sector needs so as to provide California’s high road employers and businesses with the skilled workforce it needs to compete in the global economy.</p>

AJCC Certification Indicators

- All AJCC staff have high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers
- The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths:

- The Galt AJCC provides services to employers, such as on site recruitments, job referrals, skills assessments, and life skills workshops for job retention.
- Staff review labor market information to provide relevant opportunities to job seekers on high growth sectors.
- The Galt AJCC hosts employer recruitment events on a weekly basis. Positions range from entry level to middle skill opportunities.
- The AJCC offers a wide range of pre-employment testing and industry specific skills verification through the use of Key Train and more. Typing tutorial software with certified typing certificates accepted by the state is available.

Continuous Improvement Recommendations:

- Promote more effectively the On The Job training to employers in specific target industries.
- Engage and promote to employers the use of the AJCC services.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. AJCC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJCC staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.</p> <p>b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.</p>	<p>a. Certification criteria will include an assessment of professional development and staff capacity building.</p>

AJCC Certification Indicators

- The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff on a regular basis.
- There is a capacity building and/or professional development plan for staff and partners.
- All AJCC staff have received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- All AJCC staff have received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.

- All AJCC staff have received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- All AJCC staff have received training on serving individuals with barriers to employment, including customers with disabilities.
- All AJCC staff have received training on providing excellent customer service and customer-centered design.
- All AJCC staff have received training on sector strategies, career pathways, job quality and high road training partnerships.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths:

- Regular AJCC staff meetings are held with all staff to provide updates on the center activities and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff.
- All AJCC staff have received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- AJCC staff have received training on how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- All AJCC staff have been trained in providing excellent customer service.

Continuous Improvement Recommendations:

- Ongoing training for AJCC staff with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities and businesses.
- Schedule ongoing cross training for AJCC staff, as appropriate, to increase staff capacity, expertise, and efficiency.
- Ongoing training on the labor market dynamics and available services.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.</p> <p>b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.</p>	<p>a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.</p>

AJCC Certification Indicators

- The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC’s services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths:

- **The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.**

Galt AJCC uses the bamboo report on a monthly basis to review the plan numbers and the actual numbers. We also pull the Caljobs "Case Load report" for the WIOA 167 program to make sure we are keeping up with our performance. Galt AJCC attends multiple community events, where we pass out flyers and PPE. We also follow up with our partners to remind them about our programs, and to refer clients who are interested. On Tuesday, EDD is on site to assist customers on the spot.

- **The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.**

Galt AJCC enters all enrolled clients into the Caljobs platform depending on what program they are eligible for. All services provided are entered as activities in Caljobs. For those that don't enroll in any of the programs, they are tracked in Vos greeter. Based on the information provided by the customer, Galt staff can identify what program the customer is eligible for.

- **The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.**

Galt AJCC is strategic and ensures a cost efficient operation. Galt AJCC leverages costs by co-enrolling with the WIOA 167 program. We also have an MOU in place with Community Resource Project to share the center's cost. Galt AJCC will continue to find ways to leverage cost and will continue working together with our partners to provide superior services.

- **The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.**

The AJCC utilizes Caljobs and verbal feedback to collect satisfaction data from customers and employers. We also have a suggestion box in the front desk, where customers and employers can provide their feedback. Galt AJCC focuses on improving performance to provide accurate data.

- **The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.**

Galt AJCC asks that all customers who come to the center for assistance receive the WIOA Complaint/ Grievance process, so that they all understand how to submit a formal complaint. They are provided with the original document and a copy is saved in the Caljobs platform. Galt AJCC staff constantly encourage customers to provide feedback on how we can better serve them.

- **The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.**

Galt AJCC uses Caljobs and Bamboo reports to analyze the performance of the programs. The Center Manager periodically monitors the staff performance, identifies areas of improvement and provides the tools necessary to help them grow professionally. The Galt staff have access to the “Knowledge City” training site where they are able to take multiple trainings that help them thrive in what they do. Galt AJCC will continue to encourage staff to take advantage of the “Knowledge City” training site.

The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available, resources to obtain needed assistance.

The Galt staff attend trainings offered by SETA on a monthly basis; this helps them better understand the programs and how to better serve customers. Staff also attend Workforce GPS trainings and EDD CALjob Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. The Center seeks to contribute to achieving WIOA performance indicators.
2. The Center operates cost-efficiently and assures that the resources are properly invested to obtain our expected results.
3. The Center routinely reviews and analyzes its performance, customer satisfaction, and service data to continuously improve.

Because the Center regularly hosts job events, it routinely identifies areas of improvements and immediately responds to the needs.s trainings. Center Manager ensure that staff enroll in any upcoming webinar or training. For those who can not attend, the power-point presentation is provided to them for review. Galt AJCC will continue to provide as much training as possible to customers and staff.

By signing below, the Local Board Chair attests to the **AJCC's Certification Indicator Assessment** and agrees to develop a continuous improvement plan with target dates with the AJCC.

Signature
Anette Smith

Name
Chair

Title

Affiliate/Specialized AJCC Certification Matrix Baseline Criteria

he baseline America's Job Center of CaliforniaSM (AJCC) Certification is intended to ensure that every affiliate/specialized AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each affiliate/specialized AJCC by November 1, 2021.

Name of Local Board: SETA/ Sacramento Works, INC.

Name of AJCC Greater Sacramento Urban League

Implements the signed Memorandums of Understanding (MOU)	Yes	No
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a specialized/affiliate center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to specialized/affiliate centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> • <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996) • <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52) • <i>Disabled Persons Act</i> (California Civil Code Section 54-55) • <i>California Building Code</i> Title 24 Chapter 11B • <i>California Government Code</i> 7405 • <i>California Government Code</i> 11135 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Such requirements include, but are limited to, the following: <ul style="list-style-type: none"> • Providing reasonable accommodations for individuals with disabilities. • Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. • Administering programs in the most integrated setting appropriate. • Communicating with persons with disabilities as effectively as with others. • Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. • Providing for the physical accessibility of the AJCC to individuals with disabilities. 		
Was WIOA Section 188 compliance monitoring completed for PY 19-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: Click here to enter text.		
Was a corrective action plan submitted?	<input type="checkbox"/>	<input type="checkbox"/>
Is the status of the findings open or closed?: Click here to enter text. If closed, as of what date?: Click here to enter text.		
The AJCC meets all Baseline Criteria for Baseline AJCC Certification	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

Signature

Anette Smith

Name

Chair

Title

AJCC Certification Indicator Assessment

The America’s Job Center of California SM (AJCC) Certification Indicator Assessment is intended to encourage continuous improvement by identifying areas where an AJCC is exceeding quality expectations, as well as areas where improvement is needed. The Certification Indicators were developed in alignment with Training and Employment Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup’s vision for California’s One-Stop delivery system.

The matrix below describes each Certification Indicator using both characteristics of a high-quality AJCC and the overall vision and strategies of the State Plan. Additionally, the Certification Indicators are provided as guidance for the evaluator to use in order to note the assessment of the AJCC’s strengths and continuous improvement opportunities.

The Local Board may establish additional criteria, or set higher standards for continuous improvement than those suggested by the state criteria below.

Local Boards must submit a completed AJCC Certification Indicator Assessment to their Regional Advisor for each comprehensive and/or affiliate/specialized AJCC by November 1, 2021.

Name of Local Board Sacramento Works, Inc./ SETA

Name of AJCC Greater Sacramento Urban League

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or Limited English Proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.	<ul style="list-style-type: none">a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

AJCC Certification Indicators

- All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.
- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. AJCC takes pride in graciously welcoming our clients into a professional and friendly environment that is meticulously maintained to ensure our customers have a positive and productive AJCC experience.
2. AJCC uses the principles of universal design and human-centered design to ensure universal access for all customers regardless of ability, mobility, age, language, learning style, intelligence, or education level.
3. Our facility is located in one of the most diverse communities in Sacramento. Our staff are well trained and very comfortable, proficient and adept at working with customers of diverse backgrounds, and cultures. Understanding our clients' life challenges and helping them to persevere in spite of them is our strength.
4. The job center is conveniently located on the ground level of our facility. As our customers' needs are assessed, various program representatives are contacted and meet with clients in the job center to discuss their specific needs.
5. GSUL has a strong customer service foundation., We incorporate a universal and customer centered design in all our services provided to help clients stay engaged in our programs. Staff accommodate customers' range of ability, mobility, age, language, learning style, intelligence or education level.
6. Upon entry, customers are warmly greeted and all equipment is in working order. A Job Coach of the day is always available to welcome and assess the needs of customers.
7. COVID-19 safety protocols are strictly observed and enforced to ensure the health and safety of both staff and customers on a daily basis in compliance with CDC guidelines.
8. Emergency evacuation procedures are in place and clearly marked.
9. GSUL AJCC delivers both AJCC-based and virtual services. Technology is available throughout our facility, in our job center, classrooms, and Digital Access Resource Center (DARC) to provide and deliver virtual services. Customers are provided training on how to navigate Cal JOBS virtual recruiter.

Continuous Improvement Opportunities

1. Staff participate in Interdisciplinary team meetings to improve communication, knowledge, and resource sharing daily. We also provide our virtual service offerings, such as online AJCC or partner service orientations and ensure reasonable access to individuals with disabilities.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, co-located partnership that seamlessly incorporates the services of all the AJCC partners.</p>	<p>a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client’s particular and potentially unique needs so as to facilitate skills-attainment.</p>

Quality Indicators

- A system is in place to assess the satisfaction of both collocated and non-collocated partners with the AJCC and its services.
- Both collocated and non-collocated partners believe that the AJCC adds value to their program and their customers.
- The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC’s contribution to the system and make recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-collocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- An inventory and overview of all partner services are available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services.
- One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-collocated partner locations.
- The AJCC’s partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.
- The AJCC connects to the community through multiple community partnerships and community access points.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. Co-located and other partner satisfaction surveys will be conducted on an annual basis to ensure and improve our partner satisfaction.
2. Continuous efforts to ensure the health and improvement of our partner relationships will occur throughout the year by using an anonymous suggestion box. Staff will review the suggestions quarterly to consider how the suggestions can be implemented.
3. GSUL staff are actively involved with the Child Legacy Campaign, Neighborhood Wellness Foundation, Brother to Brother, and Sister to Sister organizations in the Del Paso Heights and Oak Park communities.
4. Yes, marketing material has been in place: Workshop Calendar, Partner Listing, Partnership Sign-up Sheets, etc.
5. The AJCC referral process is in place with all staff conducting warm handoffs with all services.
6. The AJCC partners with the following community-based organizations/programs:
 - Twin Rivers, San Juan and Center USDs – Adult Education
 - Sacramento County Probation
 - Child Protective Services
 - Black Child Legacy – Mobile Service Teams
 - Employer Recruitment
 - Resource Fairs/Events
 - Department of Health and Human Services
 - Highlands Community Charter

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required.	<ul style="list-style-type: none">a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

AJCC Certification Indicators

- AJCC staff effectively work with all AJCC systems and programs and understand that all AJCC customers are shared customers, and diligently work to ensure each customer has an excellent job center experience.
- AJCC staff have received customer service and customer-centered design training and are cross-trained in program partner eligibility requirements, and services, so they have a comprehensive base of knowledge with which to provide customers with excellent service.
- The job center's functional and leadership roles, and responsibilities, have been clearly identified and AJCC has an integrated functional organizational chart.
- The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible
- The AJCC has developed integrated customer flow procedures that respond to customer needs and move customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- All AJCC co located partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
- The AJCC has established protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. The GSUL AJCC staff are trained in customer service and Human Centered Design methodology. We recognize that all AJCC customers are shared customers and work diligently to ensure we provide a positive experience for each one.
2. The GSUL AJCC employs an integrated and expert intake process for each customer entering the AJCC. All staff have been trained in customer service and Human Centered Design methodology.
3. The GSUL AJCC staff are cross-trained in partner program eligibility and/or other local AJCC offerings and are able to refer customers to them to ensure customers have access to the full complement of services available through the AJCCs.
4. The GSUL AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners. The GSUL team participates in Integrated Resource and Case Review teams weekly.

Continuous Improvement Opportunities

5. The GSUL AJCC has a system in place to continuously improve on the integrated service delivery by leveraging resources and coordinating services to meet customers' needs. We identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible (i.e. training, housing etc.).
6. The GSUL AJCC has developed a process improvement committee to review our integrated customer flow procedures regularly to ensure that the process is responsive to customer needs and moves customers seamlessly between entry and service delivery.
7. All GSUL AJCC co-located partners have identified the Career Services that are applicable to their program and the GSUL AJCC has developed methods to align/integrate the delivery of those services with COVID – 19 protocols in place.
8. The GSUL AJCC has established protocols to co-enroll customers in more than one partner program when there is value to customers and a strategy for effectively sharing case management when customers are co-enrolled. GSUL staff will continue attending training and improving on the Human Centered and focused customer service.

AJCC Certification Indicator #4: 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.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today’s global economy. b. Value skill development by assessing and improving each individual’s basic, occupational, and employability skills. c. Balance traditional labor exchange services with strategic talent development within a regional economy. d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services. 	<ul style="list-style-type: none"> a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials. b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation. c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses. d. AJCCs as an access point for programs that provide for “demand-driven skills attainment.” From this perspective, AJCCs will be operated as an “on ramp” or “gateway” to the “Regional Sector Pathways” programs either built-out or identified through the regional planning process described above. e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

AJCC Certification Indicators

- All AJCC staff (i.e., the staff of all co-located partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- All AJCC staff know the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- The AJCC has robust training services and staff assist customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

AJCC Certification Indicator #4: 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.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

- 1.** Our staff are committed to, and proficient at, assisting customers navigate career pathways that result in industry-recognized credentials and self-sufficiency.
- 2.** GSUL AJCC has skill development and/or training opportunities for customers at all skill and experience levels both in person and virtually.
- 3.** We assist our clients in skills development by assessing each individual to determine how to help improve their basic, occupational, and employability skills.
- 4.** The creates and provides learning opportunities for individuals at all skill and experience levels by providing customers with timely, labor market, and job-oriented information to ensure that they are prepared for job placement opportunities.

Continuous Improvement Opportunities

- 1.** Continuously train staff on career pathways, Industry sectors, and demand occupations.
- 2.** Provide staff the opportunity to learn from the regional sector work studies that have been sponsored by SETA.
- 3.** Staff will continue to provide virtual services to meet customer needs and to make accessing services more convenient and streamlined.
- 4.** The entire SWAJCC system made it a priority to make free and low-cost training available to customers. Staff are provided the resources and the tools for continuous training and professional development.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.</p> <p>b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.</p> <p>To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.</p> <p>This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.</p> <p>Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.</p>	<p>a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.</p> <p>b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors’ skills needs.</p> <p>c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state’s industry sector needs so as to provide California’s high road employers and businesses with the skilled workforce it needs to compete in the global economy.</p>

AJCC Certification Indicators

- All AJCC staff have a high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers
- The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

- 1.** The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers.
- 2.** We work very closely with SETA's Employer Services unit to stay current on labor market trends to fulfill the needs of local employers.
- 3.** We use CASAS and Work Keys assessment tools to verify the industry-specific skills and aptitudes of our clients and then recruit accordingly.
- 4.** The AJCC makes available to our customers, at no charge, typing tutorial software and offers certified typing certificates accepted by the City of Sacramento, Sacramento County and the State of California's CAL HR for clerical positions at no charge.

Continuous Improvement Opportunities

- 1.** We continue working closely with SETA Employer Services as well as outreach to local employers for on-site recruitment on a consistent basis.
- 2.** In the near future we will add to Employer Services, a Job Developer network/committee to strengthen our ability as a team to recruit employers and meet our customers' needs.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. AJCC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from different programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJCC staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.</p> <p>b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.</p>	<p>a. Certification criteria will include an assessment of professional development and staff capacity building.</p>

AJCC Certification Indicators

- The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all co- located partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff on a regular basis.
- There is a capacity building and/or professional development plan for staff and partners.
- All AJCC staff have received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- All AJCC staff have received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.

- All AJCC staff have received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- All AJCC staff have received training on serving individuals with barriers to employment, including customers with disabilities.
- All AJCC staff have received training on providing excellent customer service and customer-centered design.
- All AJCC staff have received training on sector strategies, career pathways, job quality and high road training partnerships.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. We consistently make use of Human Centered Design as a focal point for serving all customers.
2. Our staff have received training on how to use labor market information to help customers identify career pathways, develop in-demand skills and credentials, and find jobs.
3. Additionally, staff have received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs and upcoming career opportunities.
4. AJCC has also received training on serving individuals with barriers to employment, including customers with disabilities.
5. AJCC staff regularly attend the Sac Works Support Training Labs monthly.
6. AJCC staff attend CRT/Staff meetings on a weekly basis to discuss cases and share resources.
7. AJCC staff attend Interdisciplinary Team meetings when there is a need to coordinate services and draw in a team of diverse professionals.

Continuous Improvement Opportunities

1. Develop opportunities for in-person, hands-on professional development and training.
2. Continue building relationships with new community partners.
3. Increase our staff's proficiency in the delivery of training services via Virtual Platforms.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.</p> <p>b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.</p>	<p>a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.</p>

AJCC Certification Indicators

- The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC’s services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. The GSUL AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
2. The GSUL AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.
3. The GSUL AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
4. The GSUL AJCC analyzes and reviews feedback to develop specific plans for AJCC services improvements.
5. The GSUL AJCC identifies areas of needed technical assistance and taps available resources.
6. The GSUL AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.

By signing below, the Local Board Chair attests to the **AJCC's Certification Indicator Assessment** and agrees to develop a continuous improvement plan with target dates with the AJCC.

Signature
Anette Smith

Name
Chair

Title

Affiliate/Specialized AJCC Certification Matrix Baseline Criteria

The baseline America's Job Center of CaliforniaSM (AJCC) Certification is intended to ensure that every affiliate/specialized AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each affiliate/specialized AJCC by November 1, 2021.

Name of Local Board SETA/Sacramento Works, Inc.

Name of AJCC Hillsdale – Sacramento Works America's Job Center of California (SWAJCC)

Implements the signed Memorandums of Understanding (MOU)	Yes	No
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a specialized/affiliate center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to specialized/affiliate centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> • <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996) • <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52) • <i>Disabled Persons Act</i> (California Civil Code Section 54-55) • <i>California Building Code</i> Title 24 Chapter 11B • <i>California Government Code</i> 7405 • <i>California Government Code</i> 11135 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Such requirements include, but are limited to, the following: <ul style="list-style-type: none"> • Providing reasonable accommodations for individuals with disabilities. • Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. • Administering programs in the most integrated setting appropriate. • Communicating with persons with disabilities as effectively as with others. • Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. • Providing for the physical accessibility of the AJCC to individuals with disabilities. 		
Was WIOA Section 188 compliance monitoring completed for PY 19-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: Click here to enter text.		
Was a corrective action plan submitted?	<input type="checkbox"/>	<input type="checkbox"/>
Is the status of the findings open or closed?: Click here to enter text. If closed, as of what date?: Click here to enter text.		
The AJCC meets all Baseline Criteria for Baseline AJCC Certification	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

Signature

Anette Smith

Name

Chair

Title

AJCC Certification Indicator Assessment

The America’s Job Center of CaliforniaSM (AJCC) Certification Indicator Assessement is intended to encourage continuous improvement by identifying areas where an AJCC is exceeding quality expectations, as well as areas where improvement is needed. The Certification Indicators were developed in alignment with Training and Employment Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup’s vision for California’s One-Stop delivery system.

The matrix below describes each Certification Indicator using both characteristics of a high-quality AJCC and the overall vision and strategies of the State Plan. Additionally, the Certification Indicators are provided as guidance for the evaluator to use in order to note the assessment of the AJCC’s strengths and continuous improvement opportunities.

The Local Board may establish additional criteria, or set higher standards for continuous improvement than those suggested by the state criteria below.

Local Boards must submit a completed AJCC Certification Indicator Assessment to their Regional Advisor for each comprehensive and/or affiliate/specialized AJCC by November 1, 2021.

Name of Local Board SETA/ Sacramento Works, Inc.

Name of AJCC Hillsdale – Sacramento Works America’s Job Center of California

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or Limited English Proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.	<ul style="list-style-type: none">a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

AJCC Certification Indicators

- All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.
- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

- + Established partnerships with organizations serving individuals with disabilities, Limited English Proficient (LEP) individuals, and other individuals with barriers to employment
- + Regional and local trainings for AJCC and partner staff to better serve special individuals with barriers to employment, including IWDs
- + Discretionary grants that target individuals with barriers to employment, including individuals with disabilities
- + AJCC and partner coaches specifically trained to better serve individuals with disabilities
- + Onsite compliance review conducted by EEO Officer to ensure compliance in accordance with ADA, WIOA Section 188, and all other applicable federal and state guidance
- + Adequate facility accessibility and compliance with federal and state EEO and nondiscrimination regulations and requirements
- + AJCC staff, including partners, trained on reasonable accommodations and facility accessibility for individuals with disabilities consistent with ADA, WIOA Section 188, and all other applicable federal and state guidance
- + Frontline staff trained on disability etiquette and reasonable accommodations
- + Adaptive station and assistive technology available for individuals with disabilities
- + AJCC staff trained on the use of assistive technology
- + Bilingual and sign language services applied by AJCC and partner staff consistent with SETA's LEP policy
- + Established LEP Plan consistent with EDD's Workforce Services Directive WDS 17-03
- + AJCC staff trained on and familiar with language access requirements
- + Resource and other customers materials made available in other languages, or available through interpretation/translation, including sign language for the deaf and hard of hearing
- + Bilingual language capacity at AJCC, or reasonably accessible through other resources within the AJCC system
- + Customer satisfaction surveys collected to identify areas of effectiveness, as well as areas where improvement may be needed
- + AJCC staff trained on and familiar with universal access to programs and services, including language access requirements
- + Co-located WIOA Title II partners
- + Access to English Language Learner Workforce Navigators
- + Adaptive station and assistive technology available for individuals with disabilities

- + Veteran's preference and priority of service applied at WIOA, Title I, Adult enrollment, consistent with SETA's policy directive on Priority of Service
- + AJCC staff trained on the priority of service directive
- AJCC services provided "onsite" outside of regular business hours
- + AJCC system partner services, as well as other AJCC services, available "offsite" outside of regular business hours (**Sacramento Foodbank, Adult Education, public libraries, SCORE, community based organizations**)
- + AJCC delivers virtual services (**online training, through Metrix Learning, Allison/CalJOBS, career assessments, such as Quick Guide, job seeking services through CalJOBS, labor market research utilizing Career GPS**)
- + AJCC orientation available through virtual access
- Virtual service access for individuals with disabilities is comparable to access available to others (**not comparable for blind individuals**)

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, colocated partnership that seamlessly incorporates the services of all the AJCC partners.</p>	<p>a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client’s particular and potentially unique needs so as to facilitate skills-attainment.</p>

Quality Indicators

- A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services.
- Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers.
- The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC’s contribution to the system and make recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services.
- One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations.
- The AJCC’s partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.
- The AJCC connects to the community through multiple community partnerships and community access points.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

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- Co-located and non-co-located partners satisfaction will be conducted on an annual basis with a partner satisfaction survey.
- + Co-located partner satisfaction and continuous improvement at the Job Center is conducted throughout the year with an anonymous suggestion box. Staff review the suggestions quarterly and allow feedback to update and implement suggestions.
- + Annual mandated partner meetings take place at the SWAJCC-Hillsdale. Partners, co-located and non-co-located, have an open invitation to attend regularly scheduled staff meetings at the SWAJCC – Hillsdale.
- + Hillsdale staff is actively involved with the Citrus Heights Collaborative monthly meetings, Twin Rivers Adult Education Collaborative meeting, WEAVE partnership on a monthly basis for services and quarterly meetings for partnership communication. Employment recruitments are held at SWAJCC – Hillsdale with partner collaboration (i.e.: Job Talk and Mini Industry Specific Job Fairs)
- + Inventory and overview of partner services is provided during the annual partner staff meeting. Lead staff provides orientation/training of SWAJCC program and services to new incoming staff.
- + Yes, marketing material has been in place: Workshop Calendar, Partner Listing, Partnership Sign-up Sheets, etc.
- + AJCC referral process is in place with all staff to conduct a warm hand off with all services.
- + Referrals are recorded in the CalJOBS system by case noting all progress, and if necessary, additional communication via phone.
- + The SWAJCC partners with the following community based organizations/programs:
 - ❖ Citrus Heights Community Collaborative
 - ❖ Twin Rivers, San Juan and Center USDs – Adult Education
 - ❖ Refugee Providers
 - ❖ Sacramento County Sheriff Homeless Task Force
 - ❖ Black Child Legacy – Mobile Service Teams
 - ❖ Employer Recruitment
 - ❖ Resource Fairs/Events
 - ❖ WEAVE
 - ❖ CSBG
 - ❖ Los Rios Community College – American River College

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required.	<ul style="list-style-type: none">a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

AJCC Certification Indicators

- AJCC staff identify with the AJCC system (and not just their specific program), believe that all AJCC customers are shared customers, and contribute to providing a positive AJCC experience for every AJCC customer.
- AJCC staff have received customer service and customer-centered design training
- AJCC staff are cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
- The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.
- The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible
- The AJCC has developed integrated customer flow procedures that respond to customer need and move customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
- The AJCC has established protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

- + The SWAJCC incorporates all partner staff to assist with basic services in the Resource Room. The points of contact are not only SETA staff, but other partner staff.
- + Annual training at the SWAJCC – Hillsdale includes the Customer Service and Human Centered Design with all staff co-located and non-co-located.
- + The SWAJCC staff receive annual and new staff training on eligibility and services, as well as ongoing, as needed.
- The SWAJCC will create an integrated functional organization chart.
- + The SWAJCC – Hillsdale has staff assigned to a regular schedule for Resource Room coverage to assist with greeting customers and directing them to staff for appropriate services. To assist with the process, the staff use the Welcome sheet to obtain additional information for the needs of customers during their visit.
- + The SWAJCC has a Customer Flow Directive in place with the procedures to work with all customer needs and provide services.
- + Partner summaries have been developed and reviewed with all partner staff at an annual meeting. All staff have a folder with these summaries for reference as they work with individual customers. In addition, ongoing communication with all partner staff occurs and any new programs coming into the center will have their information sent via email to all partners.
- + An Integrated Resource Team is brought together to discuss co-enrollment into multiple partner programs to develop an effective strategy for effective services, thus reducing duplication of services.

AJCC Certification Indicator #4: 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.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today’s global economy. b. Value skill development by assessing and improving each individual’s basic, occupational, and employability skills. c. Balance traditional labor exchange services with strategic talent development within a regional economy. d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services. 	<ul style="list-style-type: none"> a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials. b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation. c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses. d. AJCCs as an access point for programs that provide for “demand-driven skills attainment.” From this perspective, AJCCs will be operated as an “on ramp” or “gateway” to the “Regional Sector Pathways” programs either built-out or identified through the regional planning process described above. e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

AJCC Certification Indicators

- All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- All AJCC staff know the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- The AJCC has robust training services and staff assists customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

AJCC Certification Indicator #4: 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.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

- + All partners within the SWAJCC – Hillsdale have the same goal for skill development and employment outcomes.
- All staff are provided the regional target sector list and are aware of the regional approach.
- + SWAJCC-Hillsdale serves a wide range of customers with varying skill levels: Refugees, Mature Workers, Dislocated Workers, Low income individuals rising out of poverty, Youth, Displaced Homemakers, etc.
- + All staff and partners are aware of all partner training opportunities and career pathway development.
- + The Welcome Team in the resource area have been trained to identify customers' needs and coordinate efforts with the appropriate partner(s) to assist the customer.
- + All partner staff are aware of supportive services for customers at the center.

The SWAJCC-Hillsdale continues to grow the partnership with public education (Adult Education and Community Colleges) and private training providers on the ETPL. Currently three Adult Education Schools (San Juan, Twin Rivers, and Center) are physically co-located at the Job Center.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.</p> <p>b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.</p> <p>To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.</p> <p>This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.</p> <p>Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.</p>	<p>a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.</p> <p>b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors’ skills needs.</p> <p>c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state’s industry sector needs so as to provide California’s high road employers and businesses with the skilled workforce it needs to compete in the global economy.</p>

AJCC Certification Indicators

- All AJCC staff have high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers
- The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

+ Reviews labor market information to provide relevant opportunities to job seekers on high growth sectors. Uses the Sacramento Business Journal for information. AJCC staff work with the Sacramento Works Employer Services unit to keep current on labor market trends.

+ In partnership with the Department of Human Assistance (DHA), the AJCC staff host Job Talks and Employer Recruitment events twice a month with up to 4 employers recruiting job seekers from the Center on a regular basis. Positions range from entry-level to middle skill opportunities.

-The AJCC does not have a formal process to seek and capture employer advice. Anecdotal information is gathered from employer events.

+ The AJCC staff partners with other job developers to minimize redundant contact with employers and maximize access to system-wide business services.

+ The AJCC offers a wide range of pre-employment testing and industry-specific skills verification through the use of Work Keys and Key Train. Typing Tutorial software with certified typing certificates accepted through the State of California's CAL HR for clerical positions is available through all Job Centers.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. AJCC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJCC staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.</p> <p>b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.</p>	<p>a. Certification criteria will include an assessment of professional development and staff capacity building.</p>

AJCC Certification Indicators

- The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff on a regular basis.
- There is a capacity building and/or professional development plan for staff and partners.
- All AJCC staff have received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- All AJCC staff have received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.

- All AJCC staff have received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- All AJCC staff have received training on serving individuals with barriers to employment, including customers with disabilities.
- All AJCC staff have received training on providing excellent customer service and customer-centered design.
- All AJCC staff have received training on sector strategies, career pathways, job quality and high road training partnerships.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

- + AJCC Staff meets at least quarterly to share information and to conduct partner team building.
- + Training and Capacity Building is provided for all partners on a regular basis, and specific training is provided through the Capital Area Regional Training (CART) team sponsored by the Capital Region's Workforce Development Boards.
- + AJCC Staff attend regular CalJOBS user group meetings.
- + AJCC Staff use Human Centered Design as a focal point for serving Job Center Customers.
- + High Road trainings are achieved through Discretionary Grants, special Apprenticeship Projects and through Los Rios Community Colleges' Strong Workforce Initiatives.
- AJCC staff need continuous training on serving individuals with disabilities.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.</p> <p>b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.</p>	<p>a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.</p>

AJCC Certification Indicators

- The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC’s services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

- + The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- + Quarterly reports are provided to the local board indicating the number of customers served, the types of services provided and the outcomes of those services.
- + The AJCC works with partners such as DHA to provide customers additional services not provided under WIOA to leverage resources and has MOU's in place for cost sharing of the center operating costs.
- + The AJCC has a system in place to capture customer feedback.
- + The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.
- + The AJCC regularly reviews and analyzes performance and service data and develops specific plans for AJCC service improvements. Through the use of Human Centered Design, the AJCC receives customer input to develop service improvements.
- + The AJCC regularly identify areas of needed technical assistance to improve business results, and works with partner agencies and other resources to obtain needed assistance.

By signing below, the Local Board Chair attests to the **AJCC's Certification Indicator Assessment** and agrees to develop a continuous improvement plan with target dates with the AJCC.

Signature
Anette Smith

Name
Chair

Title

Affiliate/Specialized AJCC Certification Matrix Baseline Criteria

The baseline America's Job Center of CaliforniaSM (AJCC) Certification is intended to ensure that every affiliate/specialized AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each affiliate/specialized AJCC by November 1, 2021.

Name of Local Board **Sacramento Works, Inc.** _____

Name of AJCC **La Familia Counseling Center, Inc.** _____

Implements the signed Memorandums of Understanding (MOU)	Yes	No
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a specialized/affiliate center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to specialized/affiliate centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> • <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996) • <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52) • <i>Disabled Persons Act</i> (California Civil Code Section 54-55) • <i>California Building Code</i> Title 24 Chapter 11B • <i>California Government Code</i> 7405 • <i>California Government Code</i> 11135 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Such requirements include, but are limited to, the following: <ul style="list-style-type: none"> • Providing reasonable accommodations for individuals with disabilities. • Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. • Administering programs in the most integrated setting appropriate. • Communicating with persons with disabilities as effectively as with others. • Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. • Providing for the physical accessibility of the AJCC to individuals with disabilities. 		
Was WIOA Section 188 compliance monitoring completed for PY 19-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: Click here to enter text.		
Was a corrective action plan submitted?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is the status of the findings open or closed?: Click here to enter text. If closed, as of what date?: Click here to enter text.		
The AJCC meets all Baseline Criteria for Baseline AJCC Certification	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

Signature

Anette Smith

Name

Chair

Title

AJCC Certification Indicator Assessment

The America’s Job Center of CaliforniaSM (AJCC) Certification Indicator Assessement is intended to encourage continuous improvement by identifying areas where an AJCC is exceeding quality expectations, as well as areas where improvement is needed. The Certification Indicators were developed in alignment with Training and Employment Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup’s vision for California’s One-Stop delivery system.

The matrix below describes each Certification Indicator using both characteristics of a high-quality AJCC and the overall vision and strategies of the State Plan. Additionally, the Certification Indicators are provided as guidance for the evaluator to use in order to note the assessment of the AJCC’s strengths and continuous improvement opportunities.

The Local Board may establish additional criteria, or set higher standards for continuous improvement than those suggested by the state criteria below.

Local Boards must submit a completed AJCC Certification Indicator Assessment to their Regional Advisor for each comprehensive and/or affiliate/specialized AJCC by November 1, 2021.

Name of Local Board SETA/ Sacramento Works, Inc.

Name of AJCC La Familia Counseling Center, Inc.

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or Limited English Proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.	<ul style="list-style-type: none">a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

AJCC Certification Indicators

- All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.
- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. La Familia AJCC has a professional and customer friendly atmosphere and is adequately maintained.
2. La Familia is located in South Sacramento near Fruitridge and Franklin Blvds., conveniently located near the Fruitridge light rail station.
3. La Familia staff are skilled in working with customers of diverse backgrounds. Staff are trained and provided professional development opportunities.
4. La Familia AJCC is configured for customers to easily access services, resources, and staff assistance.
5. Upon entry, customers are warmly greeted and all equipment is in working order. There is a friendly reception team to register all appointments and there is staff available for walk-ins.
6. External signage clearly identifies La Familia as an America's Job Center of California (AJCC).
7. Emergency evacuation procedures are in place and clearly marked.
8. Adequate security and safety precautions are in place to protect both staff and customers.
9. La Familia AJCC has a customer reception area.
10. La Familia AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and individuals with barriers to employment.
11. La Familia has assistive technology available. Staff received training on how to utilize the equipment and technology to assist clients.
12. La Familia AJCC uses the principles of universal design and human-centered design to ensure universal access for all customers regardless of ability, mobility, age, language, learning style, intelligence, or education level.
13. The local Equal Opportunity Officer reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training where needed. La Familia completed a self-assessment and determined that Sacramento Works America's Job Center – La Familia met/meets the requirements of WIOA Section 188 for program year 2020-21.
14. La Familia AJCC implements the veteran's preference and priority of service requirements.
15. La Familia AJCC delivers both AJCC-based and virtual services. Customers are assisted on how to navigate CalJOBS.
16. Adequate number of staff coverage in our computer lab.
17. Computers, printer, copier, fax machine, are maintained in good working order, and there is adequate internet access and speed in our computer lab for staff to assist all customers.

Continuous Improvement Opportunities

1. Staff participate in weekly team meetings to improve communication, knowledge, updates, and resource sharing.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, collocated partnership that seamlessly incorporates the services of all the AJCC partners.</p>	<p>a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client’s particular and potentially unique needs so as to facilitate skills-attainment.</p>

Quality Indicators

- A system is in place to assess the satisfaction of both collocated and non-collocated partners with the AJCC and its services.
- Both collocated and non-collocated partners believe that the AJCC adds value to their program and their customers.
- The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC’s contribution to the system and make recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-collocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services.
- One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-collocated partner locations.
- The AJCC’s partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.
- The AJCC connects to the community through multiple community partnerships and community access points.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. One-Stop system marketing materials have been developed that overview our partner services for distribution to customers at the AJCC and at all non-co-located partner locations.
2. La Familia AJCC actively outreaches and provides access to non-co-located partner customers to participate in services.
3. La Familia AJCC connects to the community through multiple partnerships and community access points. Below are some of our partners.

Here are our partners located **onsite** that we collaborate with:

- SAVA Charter School
- Highlands Adult Charter School
- Adventureland
- WEAVE
- IRC
- 916INK
- CSU Sacramento State
- Dignity Health
- UC Davis
- First 5 – Birth And Beyond
- Sierra Health
- Sacramento City
- Sacramento County

Our collaborating **Offsite** Partners:

- SHRA
- United Way
- The Mexican Consulate
- SMUD
- California Mobility Center
- Community Resource Project
- Latino Economic Council
- Sacramento Food Bank
- Hispanic Chamber of Commerce
- ARI
- GSUL
- United Latinos
- Franklin Business District

We leverage partnerships and funding to assist/provide services to our clients, to ensure better employment and training opportunities.

Continuous Improvement Opportunities

1. Build on the system that allows for staff to work with partners- both co-located and non-co-located.
2. Continuously update and familiarize staff with all partner programs and services.
3. Establish connection to the community through multiple community partnerships and community access points.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required.	<ul style="list-style-type: none">a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

AJCC Certification Indicators

- AJCC staff identify with the AJCC system (and not just their specific program), believes that all AJCC customers are shared customers, and contribute to providing a positive AJCC experience for every AJCC customer.
- AJCC staff have received customer service and customer-centered design training
- AJCC staff are cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
- The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.
- The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible
- The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
- The AJCC has established protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. La Familia AJCC staff have received customer service and Human Centered Design training.
2. La Familia AJCC staff identifies with the local one-stop system and not just their specific program.
3. AJCC staff are versed in referring customers to either partner programs and/or the local Comprehensive AJCC.
4. La Familia AJCC team participates in Integrated Resource and Case Review Teams.
5. La Familia AJCC staff utilize a Human Centered Service Design model to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

Continuous Improvement Opportunities

6. Continuously improve on the integrated service delivery by leveraging resources and coordinating services to meet the needs of client.
7. Staff will continue attending trainings and improving on the Human Centered Design and focus on better customer service.
8. La Familia Staff will be cross-trained and provided the knowledge base to align the delivery of those services.
9. Develop a Hybrid approach to providing Virtual and In-person services. Staff training on customer flow procedures needs to be continuously updated and redesigned to meet the needs of a changing environment. The goal is to create a system that moves a customer seamlessly between AJCC entry and service delivery between partners.

AJCC Certification Indicator #4: 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.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today’s global economy. b. Value skill development by assessing and improving each individual’s basic, occupational, and employability skills. c. Balance traditional labor exchange services with strategic talent development within a regional economy. d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services. 	<ul style="list-style-type: none"> a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials. b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation. c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses. d. AJCCs as an access point for programs that provide for “demand-driven skills attainment.” From this perspective, AJCCs will be operated as an “on ramp” or “gateway” to the “Regional Sector Pathways” programs either built-out or identified through the regional planning process described above. e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

AJCC Certification Indicators

- All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- All AJCC staff know the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- The AJCC has robust training services and staff assists customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

AJCC Certification Indicator #4: 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.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. La Familia AJCC staff are committed to, and proficient in, assisting customers navigate career pathways that result in industry-recognized credentials and self-sufficiency.
2. La Familia AJCC has skill development and/or training opportunities for customers at all skill and experience levels.
3. La Familia AJCC does not implement a "sequence of service requirement" for training and does not have cumbersome entry steps that prohibit easy access to education and training.
4. La Familia AJCC value skill development by assessing and improving each individual's basic, occupational, and employability skills.
5. La Familia AJCC creates opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services.

Continuous Improvement Opportunities

1. Continuously train staff on career pathways, Industry sectors, and demand occupations.
2. Provide staff the opportunity to learn from the regional sector work and studies that have been sponsored by SETA.
3. Staff will continue to provide virtual services to meet customer needs and to make accessing services more convenient.
4. The entire SWAJCC system made it a priority to provide free and low-cost training available to customers. Staff are provided the resources and the tools. Continuous training on Metrix learning is provided to staff, as well as technical assistance to navigate the system. A training on how to Navigate the System and Build a Career Coaching Plan is in development.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.</p> <p>b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.</p> <p>To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.</p> <p>This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.</p> <p>Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.</p>	<p>a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.</p> <p>b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors’ skills needs.</p> <p>c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state’s industry sector needs so as to provide California’s high road employers and businesses with the skilled workforce it needs to compete in the global economy.</p>

AJCC Certification Indicators

- All AJCC staff has high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers
- The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. La Familia AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers.
2. La Familia AJCC works seamlessly with Sacramento Employment and Training Agency Employer Services unit on keeping current on labor market trends and fulfilling local employers' needs.
3. La Familia AJCC offers a wide range of pre-employment testing and industry-specific skills verification through use of various assessment tools as well as WorkKeys.
4. La Familia AJCC has typing tutorial software available for all job seekers and offer certified typing certificates accepted through the State of California's CAL HR for clerical positions free of charge (Official-Typing-Test.com)

Continuous Improvement Opportunities

1. Continue working closely with SETA Employer Services as well as outreach to local employers for on-site recruitment on a consistent basis.
2. In addition to Employer Services, a Job Developer network/committee was established to strengthen our ability as a team to recruit employers and meet our customers' needs.
3. La Familia staff will continue to seek innovative ways to improve their skills development program and provide better employment outcomes for their clients.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. AJCC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJCC staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.</p> <p>b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.</p>	<p>a. Certification criteria will include an assessment of professional development and staff capacity building.</p>

AJCC Certification Indicators

- The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff on a regular basis.
- There is a capacity building and/or professional development plan for staff and partners.
- All AJCC staff have received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- All AJCC staff have received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.

- All AJCC staff have received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- All AJCC staff has received training on serving individuals with barriers to employment, including customers with disabilities.
- All AJCC staff have received training on providing excellent customer service and customer-centered design.
- All AJCC staff have received training on sector strategies, career pathways, job quality and high road training partnerships.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. La Familia AJCC staff apply Human Centered Design as a focal point for serving all customers.
2. La Familia AJCC staff have received training on how to use labor market information to help customers identify career pathways, develop in-demand skills and credentials, and find jobs.
3. La Familia AJCC staff received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
4. La Familia AJCC staff received training on serving individuals with barriers to employment, including customers with disabilities.
5. La Familia AJCC staff continuously attend the SacWorks Support Training Labs monthly.
6. La Familia AJCC staff attend CRT/Staff meetings on a weekly basis to discuss cases and share resources.
7. La Familia AJCC staff attend Interdisciplinary Team meetings when there is a need to coordinate services and draw in a team of diverse professionals.

Continuous Improvement Opportunities

1. Develop opportunities for in-person professional development and training.
2. Continue to build partnerships with community-based organizations.
3. Provide training on Virtual Service Delivery.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.</p> <p>b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.</p>	<p>a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.</p>

AJCC Certification Indicators

- The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC’s services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Strengths

1. La Familia AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
2. La Familia monitors Cal Jobs enrollment and Support Services provided to our customers for accurate reporting.
3. La Familia AJCC reports to the local Board on an ongoing basis the number of customers served, the types of services provided, and the outcome of those services.
4. La Familia AJCC has a system in place to collect satisfaction data from individuals and employers using our services.
5. La Familia AJCC has a system in place to capture and respond to specific customer feedback, compliments and complaints.
6. La Familia AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.
7. La Familia AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.

Continuous Improvement Opportunities

1. La Familia AJCC will gather industry feedback and recommendation to improve system and services for customers.
2. Staff training on eligibility and services we provide, including our wrap around services, (Included but not limited to: Health/Youth/Education/Business/Senior/Family/Behavioral Health services)
3. La Familia AJCC will continue to work closely with staff, partners and employers to identify areas of needed technical assistance to improve business results.

By signing below, the Local Board Chair attests to the **AJCC's Certification Indicator Assessment** and agrees to develop a continuous improvement plan with target dates with the AJCC.

Signature
Anette Smith

Name
Chair

Title

Affiliate/Specialized AJCC Certification Matrix Baseline Criteria

The baseline America's Job Center of CaliforniaSM (AJCC) Certification is intended to ensure that every affiliate/specialized AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each affiliate/specialized AJCC by November 1, 2021.

Name of Local Board — SETA _____

Name of AJCC — Lao Family Community Development Inc. _____

Implements the signed Memorandums of Understanding (MOU)	Yes	No
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a specialized/affiliate center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to specialized/affiliate centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> • <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996) • <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52) • <i>Disabled Persons Act</i> (California Civil Code Section 54-55) • <i>California Building Code</i> Title 24 Chapter 11B • <i>California Government Code</i> 7405 • <i>California Government Code</i> 11135 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Such requirements include, but are limited to, the following: <ul style="list-style-type: none"> • Providing reasonable accommodations for individuals with disabilities. • Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. • Administering programs in the most integrated setting appropriate. • Communicating with persons with disabilities as effectively as with others. • Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. • Providing for the physical accessibility of the AJCC to individuals with disabilities. 		
Was WIOA Section 188 compliance monitoring completed for PY 19-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: Click here to enter text.		
Was a corrective action plan submitted?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is the status of the findings open or closed?: Click here to enter text. If closed, as of what date?: Click here to enter text.		
The AJCC meets all Baseline Criteria for Baseline AJCC Certification	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

Signature

Anette Smith

Name

Chair

Title

AJCC Certification Indicator Assessment

The America’s Job Center of CaliforniaSM (AJCC) Certification Indicator Assessement is intended to encourage continuous improvement by identifying areas where an AJCC is exceeding quality expectations, as well as areas where improvement is needed. The Certification Indicators were developed in alignment with Training and Employment Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup’s vision for California’s One-Stop delivery system.

The matrix below describes each Certification Indicator using both characteristics of a high-quality AJCC and the overall vision and strategies of the State Plan. Additionally, the Certification Indicators are provided as guidance for the evaluator to use in order to note the assessment of the AJCC’s strengths and continuous improvement opportunities.

The Local Board may establish additional criteria, or set higher standards for continuous improvement than those suggested by the state criteria below.

Local Boards must submit a completed AJCC Certification Indicator Assessment to their Regional Advisor for each comprehensive and/or affiliate/specialized AJCC by November 1, 2021.

Name of Local Board SETA/Sacramento Works, Inc.

Name of AJCC Lao Family Community Development Inc.

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or Limited English Proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.	<ul style="list-style-type: none">a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

AJCC Certification Indicators

- All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.
- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. Lao Family Community Development, Inc. (LFCD) has two locations, one in North Sacramento and one in South Sacramento. This allows us to serve communities in the greater Sacramento areas. In addition to this, we are a resettlement agency so we are able to serve the SIV and refugee populations.
2. LFCD has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English. Staff speak 28 different languages, bilingual staff are able to assist with Limited English Speakers who are a WIOA priority population.
3. LFCD staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
4. The AJCC has designated spaces in the computer lab for people with disabilities and provides accommodation as needed. The AJCC assures that materials can be accessed to address a wide variety of individuals with barriers to employment.
5. The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
6. LFCD staff are trained to use the universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of ability, mobility, age, language, learning style, intelligence, or education level.
7. LFCD staff host workshops both in-person and virtually over Zoom.
8. The LFCD AJCC is structured so that customers are easily able to access services, resources, and staff assistance upon entry.
9. Emergency evacuation procedures are in place and clearly marked.
10. The LFCD AJCC is co-located with other in-house employment programs including Refugee Employment Services, CalWorks Expanded Subsidized Employment, On the Job Training, and WIOA OSY.
11. The LFCD AJCC co-enrolls as appropriate and participants have access to obtain WIOA program information for the assistance of higher education, training, supportive services and higher pay jobs opportunities.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, colocated partnership that seamlessly incorporates the services of all the AJCC partners.</p>	<p>a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client’s particular and potentially unique needs so as to facilitate skills-attainment.</p>

Quality Indicators

- A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services.
- Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers.
- The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC’s contribution to the system and make recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff have received an orientation to all partner programs and services.
- One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations.
- The AJCC’s partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.
- The AJCC connects to the community through multiple community partnerships and community access points.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. LFCD AJCC has a strong and long term partnership with WIOA mandated partners.
2. Business partners with regional sector industries such as Advanced Manufacturing, Healthcare, Information Technology, Administrative, logistics, and transportation.

Continuous Improvement Opportunities

LFCD AJCC collaborates with community colleges to assist students who are looking for employment.

Evaluation methods are modeled after the industry-standard Commission on Accreditation of Rehabilitation Services (CARF). An ongoing monitoring and evaluation for constant improvement will be addressed during weekly and monthly meetings.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required.	<ul style="list-style-type: none">a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

AJCC Certification Indicators

- AJCC staff identify with the AJCC system (and not just their specific program), believe that all AJCC customers are shared customers, and contribute to providing a positive AJCC experience for every AJCC customer.
- AJCC staff have received customer service and customer-centered design training
- AJCC staff are cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
- The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.
- The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible
- The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
- The AJCC has established protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. Services are available for adults on public assistance.
2. The AJCC provides WIOA orientation to other programs' participants.
3. The AJCC provides translation assistance to employers and business partners.

Continuous Improvement Opportunities:

The AJCC will work closely with our partners in the community as well as other employment programs on site to assist clients and provide services.

AJCC staff are provided ongoing training to include customer service to address the barriers of the clients.

AJCC Certification Indicator #4: 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.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today’s global economy. b. Value skill development by assessing and improving each individual’s basic, occupational, and employability skills. c. Balance traditional labor exchange services with strategic talent development within a regional economy. d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services. 	<ul style="list-style-type: none"> a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials. b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation. c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses. d. AJCCs as an access point for programs that provide for “demand-driven skills attainment.” From this perspective, AJCCs will be operated as an “on ramp” or “gateway” to the “Regional Sector Pathways” programs either built-out or identified through the regional planning process described above. e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

AJCC Certification Indicators

- All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- All AJCC staff know the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- The AJCC has robust training services and staff assist customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

AJCC Certification Indicator #4: 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.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. The AJCC has comprehensive assessment tools to identify individual strength and barriers. Career Pathway and ITA training opportunities for job seekers are provided to obtain industry- recognized credentials.
2. The AJCC provides Career Technical Education and on-site orientation and recruitment.
3. AJCC staff are CPR trained.
4. AJCC staff are provided ongoing professional development as program requires or as needed.
5. AJCC staff are provided Cultural Competency training.

Continuous Improvement Opportunities

The AJCC ensures training opportunities through ETPL providers on CalJOBS, Universities, Community Colleges and Adult Education.

The AJCC staff assist customers to identify industry-recognized credentials necessary for their chosen career pathway.

The AJCC ensures that staff follow the ITA policy and procedure when assisting customers with accessing education and training.

AJCC staff provide one-on-one service for skill development and encourage related training opportunities through the Eligible Training Providers List on CalJOBS.

Staff are cross-trained in all programs available at our center in order to be a true one-stop-center.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.</p> <p>b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.</p> <p>To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.</p> <p>This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.</p> <p>Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.</p>	<p>a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.</p> <p>b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors’ skills needs.</p> <p>c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state’s industry sector needs so as to provide California’s high road employers and businesses with the skilled workforce it needs to compete in the global economy.</p>

AJCC Certification Indicators

- All AJCC staff has high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers
- The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. The LFCD AJCC participates in Business/Employer Meetings.
2. The LFCD AJCC attends Manufacturing Day.
3. The LFCD AJCC acts as an employer advisor.
4. The LFCD AJCC provides business services to employers such as, Rapid Response, Incumbent Worker Training, OJT, Customized Training, etc.
5. The LFCD AJCC provides assistance for apprenticeship.
6. Employers are recruited to have job fairs, onsite recruitment, and job application review/assistance from professionals.
7. The LFCD AJCC connects job seekers and employers/training providers by facilitating relationships.

Continuous Improvement Opportunities

The AJCC will provide connections to customers as part of a broader regional effort to place participants on realistic pathways to achieving economic independence with relevant training and education, actual work experience and skill development.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. AJCC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJCC staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.</p> <p>b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.</p>	<p>a. Certification criteria will include an assessment of professional development and staff capacity building.</p>

AJCC Certification Indicators

- The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff on a regular basis.
- There is a capacity building and/or professional development plan for staff and partners.
- All AJCC staff have received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- All AJCC staff have received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.

- All AJCC staff have received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- All AJCC staff have received training on serving individuals with barriers to employment, including customers with disabilities.
- All AJCC staff have received training on providing excellent customer service and customer-centered design.
- All AJCC staff have received training on sector strategies, career pathways, job quality and high road training partnerships.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

LFCD AJCC staff attend ongoing CalJOBS webinars provided by EDD statewide training unit.

The AJCC staff are well-informed of all WIOA policies and procedures.

The AJCC staff have continuous staff development trainings such as Sexual Harassment, work safety, serving re-entry population, customer service, dealing with diverse population, etc.

Continuous Improvement Opportunities

Evaluation methods are modeled after the industry-standard Commission on Accreditation of Rehabilitation Services (CARF). An ongoing monitoring and evaluation for constant improvement will be addressed during weekly and monthly meetings.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.</p> <p>b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.</p>	<p>a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.</p>

AJCC Certification Indicators

- The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC’s services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. The LFCD AJCC provides 1-2 onsite recruitments every month.
2. The LFCD AJCC staff provides biweekly WIOA orientation.
3. The LFCD AJCC staff provides CalJOBS registration to all universal clients.
4. The LFCD AJCC provides continuous upgrades to the computer lab.
5. The LFCD AJCC provides copying, printing, and fax machine services.
6. An ongoing monitoring and evaluation ensures feedback is reviewed and service improvements are developed and implemented when appropriate.
7. The LFCD AJCC requests technical assistance as needed such as CalJOBS Management.

By signing below, the Local Board Chair attests to the **AJCC's Certification Indicator Assessment** and agrees to develop a continuous improvement plan with target dates with the AJCC.

Signature
Anette Smith

Name
Chair

Title

Affiliate/Specialized AJCC Certification Matrix Baseline Criteria

The baseline America's Job Center of CaliforniaSM (AJCC) Certification is intended to ensure that every affiliate/specialized AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each affiliate/specialized AJCC by November 1, 2021.

Name of Local Board Sacramento Works Inc

Name of AJCC Lemon Hill

Implements the signed Memorandums of Understanding (MOU)	Yes	No
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a specialized/affiliate center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to specialized/affiliate centers.	<input type="checkbox"/>	<input type="checkbox"/>
Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> • <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996) • <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52) • <i>Disabled Persons Act</i> (California Civil Code Section 54-55) • <i>California Building Code</i> Title 24 Chapter 11B • <i>California Government Code</i> 7405 • <i>California Government Code</i> 11135 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Such requirements include, but are limited to, the following: <ul style="list-style-type: none"> • Providing reasonable accommodations for individuals with disabilities. • Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. • Administering programs in the most integrated setting appropriate. • Communicating with persons with disabilities as effectively as with others. • Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. • Providing for the physical accessibility of the AJCC to individuals with disabilities. 		
Was WIOA Section 188 compliance monitoring completed for PY 19-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: Click here to enter text.		
Was a corrective action plan submitted?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is the status of the findings open or closed?: Click here to enter text. If closed, as of what date?: Click here to enter text.		
The AJCC meets all Baseline Criteria for Baseline AJCC Certification	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

Signature

Anette Smith

Name

Chair

Title

Affiliate/Specialized AJCC Certification Matrix Baseline Criteria

The baseline America's Job Center of CaliforniaSM (AJCC) Certification is intended to ensure that every affiliate/specialized AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each affiliate/specialized AJCC by November 1, 2021.

Name of Local Board **SacramentoWorks, INC.** _____

Name of AJCC **Mark Sanders AJCC** _____

Implements the signed Memorandums of Understanding (MOU)	Yes	No
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a specialized/affiliate center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to specialized/affiliate centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> • <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996) • <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52) • <i>Disabled Persons Act</i> (California Civil Code Section 54-55) • <i>California Building Code</i> Title 24 Chapter 11B • <i>California Government Code</i> 7405 • <i>California Government Code</i> 11135 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Such requirements include, but are limited to, the following: <ul style="list-style-type: none"> • Providing reasonable accommodations for individuals with disabilities. • Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. • Administering programs in the most integrated setting appropriate. • Communicating with persons with disabilities as effectively as with others. • Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. • Providing for the physical accessibility of the AJCC to individuals with disabilities. 		
Was WIOA Section 188 compliance monitoring completed for PY 19-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: Click here to enter text.		
Was a corrective action plan submitted?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is the status of the findings open or closed?: Click here to enter text. If closed, as of what date?: Click here to enter text.		
The AJCC meets all Baseline Criteria for Baseline AJCC Certification	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

Signature

Anette Smith

Name

Chair

Title

AJCC Certification Indicator Assessment

The America’s Job Center of CaliforniaSM (AJCC) Certification Indicator Assessment is intended to encourage continuous improvement by identifying areas where an AJCC is exceeding quality expectations, as well as areas where improvement is needed. The Certification Indicators were developed in alignment with Training and Employment Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup’s vision for California’s One-Stop delivery system.

The matrix below describes each Certification Indicator using both characteristics of a high-quality AJCC and the overall vision and strategies of the State Plan. Additionally, the Certification Indicators are provided as guidance for the evaluator to use in order to note the assessment of the AJCC’s strengths and continuous improvement opportunities.

The Local Board may establish additional criteria, or set higher standards for continuous improvement than those suggested by the state criteria below.

Local Boards must submit a completed AJCC Certification Indicator Assessment to their Regional Advisor for each comprehensive and/or affiliate/specialized AJCC by November 1, 2021.

Name of Local Board Sacramento Works, Inc. Board

Name of AJCC Mark Sanders AJCC

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or Limited English Proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.	<ul style="list-style-type: none">a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

AJCC Certification Indicators

- All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.
- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

- 1.** Mark Sanders (MS) staff are encouraged to honor and accommodate diversity in our customers, and are comfortable in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment. MS staff provide a friendly, helpful, responsive, and welcoming environment to all the job seekers, businesses, and others visiting the job center.

- 2.** MS experienced no findings when monitored by SETA for WIOA nondiscrimination and Equal Opportunity compliance. The facility is structured to accommodate people with disabilities and mobility issues, and policies and procedures are constantly reviewed by staff and management to ensure compliance. MS is committed to continuously providing staff training in the areas needing improvement. MS will monitor all updates of the AJCC's policies and procedures to ensure the center remains accessible to all.

- 3.** MS offers services to individuals who are Limited English Proficient through its diverse/multilingual staff and electronic translation devices. All staff has been trained to provide exceptional customer service and culturally responsive services to customers, which helps build rapport and effective services.

- 4.** MS has a stellar history in providing strong customer service. Universal/Customer Centered design is incorporated in all phases of our delivery system. Staff are trained and equipped to assess and recognize interests and capabilities and to provide seamless services that best fit the customers' individual needs and help them succeed in the program. MS staff will continue to have this indicator factor reinforced in regular meetings and trainings.

- 5.** MS provides priority services to veterans and other customers for WIOA Title I funding. Additionally, Veteran Employment Assistance Program (VEAP) services are available to all Veterans who were honorably/generally discharged, as well as their spouses.

- 6.** Whenever it is necessary, the AJCC also provides services outside regular business hours where there is a workforce need as defined by the Local Board. Equally as important, AJCC staff work hours are adjusted as to allow for these services to be rendered.

- 7.** MS has constructed the delivery of services to be provided to needed customers both in-person and virtually. Such services may include: Workshops, Career Counseling, and Job Fairs/Hiring Events.

- 8.** MS ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to others. In our ability to enhance this factor, MS has partnered with NorCal to provide services to the Deaf and Hard of Hearing.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, collocated partnership that seamlessly incorporates the services of all the AJCC partners.</p>	<p>a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client’s particular and potentially unique needs so as to facilitate skills-attainment.</p>

Quality Indicators

- A system is in place to assess the satisfaction of both collocated and non-collocated partners with the AJCC and its services.
- Both collocated and non-co-located partners believe that the AJCC adds value to their program and their customers.
- The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC’s contribution to the system and make recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-collocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services.
- One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-collocated partner locations.
- The AJCC’s partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.
- The AJCC connects to the community through multiple community partnerships and community access points.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. MS has established strong partnerships with colocated (e.g., EDD, NorCal, and Goodwill) and non-colocated (e.g., DOR, DHA, Sacramento Food Bank, and CBOs) partners in the delivery of our services. Memorandums of Understanding (MOUs) have been established in most cases, and years of ongoing relationships have been the hallmark of these collaborations.
2. Both colocated and non-colocated partners provide full "buy in" to the vision and mission of MS in our services to customers as illustrated in our MOU(s).
3. Required meetings occur between MS and its partners to discuss the One-Stop system and each entity's contribution to the system, and provide suggestions for improvement when necessary.
4. MS reaches out to non-colocated partners and provides services to mutual customers as the need requires. Additionally, referrals from non-colocated partners occur on an ongoing basis.
5. An inventory/overview of all partner services is available to all AJCC staff and all AJCC staff receive an orientation to all partner programs and services either in a written form or in regular staff meetings.
6. Career Center system marketing information has been developed that overviews all partner services for customers at the AJCC and at all non-colocated partner locations.
7. The referral process (as outlined in the Memorandum of Understanding) between MS and partners is continuing to be implemented with a focus on quality referrals as witnessed by the numbers of mutual customers served over the many years of collaboration.
8. Referrals are recorded on a spreadsheet maintained by all partners and the AJCC. Additionally, documentation is maintained for all referrals that result in a positive outcome (i.e., Enrolled in Training, Training Completion; Certificate/Credential Attainment; and/or Job Placement).
9. MS has appreciated its connection to the community through its multiple partnerships and access points and this plethora of additional resources and relationships has proved beneficial to our customers.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required.	<ul style="list-style-type: none">a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

AJCC Certification Indicators

- AJCC staff identify with the AJCC system (and not just their specific program), believes that all AJCC customers are shared customers, and contributes to providing a positive AJCC experience for every AJCC customer.
- AJCC staff have received customer service and customer-centered design training
- AJCC staff are cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
- The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.
- The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible
- The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- All AJCC co-located partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
- The AJCC has established protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. MS staff identifies with the AJCC system (and not just their specific program), and believes that all AJCC customers are shared customers with the central desire to meet the customer's needs. MS collaborates and contributes to providing a positive AJCC experience for every AJCC customer by ensuring customers are placed with the AJCC that can best meet their need.
2. MS staff have received formal training in customer service and customer-centered design.
3. MS staff have been cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
4. MS has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.
5. MS has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible as outlined in the SETA Customer Flow Directive for AJCCs.
6. MS has developed integrated customer flow procedures that respond to customer needs and move customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
7. All AJCC co-located partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
8. MS has established protocols to co-enroll customers in more than one program when there is value to customers and a strategy for effectively sharing case management responsibilities when customers are co-enrolled.

AJCC Certification Indicator #4: The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today’s global economy. b. Value skill development by assessing and improving each individual’s basic, occupational, and employability skills. c. Balance traditional labor exchange services with strategic talent development within a regional economy. d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services. 	<ul style="list-style-type: none"> a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials. b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation. c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses. d. AJCCs as an access point for programs that provide for “demand-driven skills attainment.” From this perspective, AJCCs will be operated as an “on ramp” or “gateway” to the “Regional Sector Pathways” programs either built-out or identified through the regional planning process described above. e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

AJCC Certification Indicators

- All AJCC staff (i.e., the staff of all co-located partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- All AJCC staff know the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- The AJCC has robust training services and staff assists customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

AJCC Certification Indicator #4: 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.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. All AJCC staff (i.e., the staff of all co-located partners regardless of staff position or program) value both skill development and employment outcomes of customers and take their contribution toward promoting and contributing to both factors seriously. The main goal of both AJCC and its partners is the equipping of community customers for the acquisition of sustainable employment.
2. All AJCC staff know and understand the regional target sectors, can identify regional sector career pathways, and understand how this factors into the development of customers' Individualized Employability Plans (IEP) and is essential to achieving the overall objective of employment for customers.
3. MS offers skills development and training opportunities for customers at all skill and experience levels.
4. MS has robust training service resources in the Agency approved Local Training Provider List (LTPL) and staff assists customers in accessing and enrolling into these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
5. All AJCC staff are committed to, and competent in, helping customers navigate career pathways that result in industry-recognized credentials.
6. MS is careful to not implement a "sequence of service requirement" for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
7. MS staff ensure that all supportive services are available and administered to customers who are need of such services for the successful completion of the planned service. The steps outlined in the Financial Assistance Directive are strictly adhered to in the completion of the Financial Needs Assessment, Applicant Statement, Financial Obligation/Payment, and Fiscal Transmittal.
8. MS strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials and subsequent employment. The AJCC will continue to ramp up its goal to target regional sectors for individuals to receive skills development in recognized industries that are in demand occupations leading to the attainment of pathways resulting in sustainable employment.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.</p> <p>b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.</p> <p>To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.</p> <p>This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.</p> <p>Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.</p>	<p>a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.</p> <p>b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors’ skills needs.</p> <p>c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state’s industry sector needs so as to provide California’s high road employers and businesses with the skilled workforce it needs to compete in the global economy.</p>

AJCC Certification Indicators

- All AJCC staff has high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers
- The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. All MS staff have a high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers as Labor Market Information is constantly available and provided via EDD.
2. MS staff focus on quality jobs by actively promoting targeted sector opportunities for job placement purposes for customers, and restricting all training request to high-demand occupations.
3. The AJCC continually promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
4. The AJCC relies on information provided by the SETA Employer Services Unit that has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers. MS staff are mandated to comply with the information provided.
5. The AJCC is an extension of the Employer Services Unit which is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
6. MS also offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
7. MS consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. AJCC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJCC staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.</p> <p>b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.</p>	<p>a. Certification criteria will include an assessment of professional development and staff capacity building.</p>

AJCC Certification Indicators

- The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all collocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff on a regular basis.
- There is a capacity building and/or professional development plan for staff and partners.
- All AJCC staff have received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- All AJCC staff have received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.
- All AJCC staff have received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- All AJCC staff have received training on serving individuals with barriers to employment, including customers with disabilities.
- All AJCC staff have received training on providing excellent customer service and customer-centered design.
- All AJCC staff have received training on sector strategies, career pathways, job quality and high road training partnerships.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. MS has regular staff meetings every Friday with all AJCC staff, and every first Friday of the Month for all colocated partner staff (i.e. EDD & NorCal) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
2. Partners have agreed to provide training to all AJCC staff as it relates to areas of mutual responsibility on a regular basis.
3. Capacity building and/or professional development plans for staff and partners is an ongoing strategy and implemented.
4. All MS staff have received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners, and vice versa.
5. All MS staff have received training on how to use labor market information to help customers identify career pathways, develop in-demand skills and credentials and find jobs.
6. All MS staff have received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
7. All MS staff have received training via SETA on serving individuals with barriers to employment, including customers with disabilities.
8. All MS staff have received training via SETA on providing excellent customer service and customer-centered design.
9. All MS staff have received training via SETA on sector strategies, career pathways, job quality and high road training partnerships.
10. MS will continue to ensure high quality, well informed and crossed trained staff are on hand to assist job seeker customers, and business industries. AJCC management will provide ongoing assessment of staff needs to better serve customers and either facilitate or access suitable training.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.</p> <p>b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.</p>	<p>a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.</p>

AJCC Certification Indicators

- The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC’s services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. MS commits to continue its contributions to the achievement of WIOA performance indicators for all core program partners.
2. MS will continue to submit its reports to SETA for review by the Local Board on an ongoing basis including the number of customers served, the types of services provided, and the outcomes of those services.
3. The AJCC will continue to operate in a cost-efficient manner and the resources invested will be justified by the results.
4. MS has a system customer satisfaction survey/tool in place to collect satisfaction data from individuals and employers using the AJCC's services. We will continue to use this tool for important feedback from job seekers and employers.
5. The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments. Moreover, customers are orientated on the process involved with submitting feedback, complaints, and compliments.
6. MS regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements. Additionally, this data is shared with SETA.
7. MS regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance. This information is regularly shared with SETA Management. MS will continue to achieve business results through data captured and managed through spreadsheets, reports, and the State of California database (CalJOBS) system.

By signing below, the Local Board Chair attests to the **AJCC's Certification Indicator Assessment** and agrees to develop a continuous improvement plan with target dates with the AJCC.

Signature
Anette Smith

Name
Chair

Title

Affiliate/Specialized AJCC Certification Matrix Baseline Criteria

The baseline America's Job Center of CaliforniaSM (AJCC) Certification is intended to ensure that every affiliate/specialized AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each affiliate/specialized AJCC by November 1, 2021.

Name of Local Board ~~Sacramento Employment Training Agency (SETA)~~ _____

Name of AJCC ~~PRIDE Job Center~~ _____

Implements the signed Memorandums of Understanding (MOU)	Yes	No
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a specialized/affiliate center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to specialized/affiliate centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> • <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996) • <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52) • <i>Disabled Persons Act</i> (California Civil Code Section 54-55) • <i>California Building Code</i> Title 24 Chapter 11B • <i>California Government Code</i> 7405 • <i>California Government Code</i> 11135 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Such requirements include, but are limited to, the following: <ul style="list-style-type: none"> • Providing reasonable accommodations for individuals with disabilities. • Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. • Administering programs in the most integrated setting appropriate. • Communicating with persons with disabilities as effectively as with others. • Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. • Providing for the physical accessibility of the AJCC to individuals with disabilities. 		
Was WIOA Section 188 compliance monitoring completed for PY 19-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: Click here to enter text.		
Was a corrective action plan submitted?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is the status of the findings open or closed?: Click here to enter text. If closed, as of what date?: Click here to enter text.		
The AJCC meets all Baseline Criteria for Baseline AJCC Certification	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

Signature

Anette Smith

Name

Chair

Title

AJCC Certification Indicator Assessment

The America’s Job Center of CaliforniaSM (AJCC) Certification Indicator Assessement is intended to encourage continuous improvement by identifying areas where an AJCC is exceeding quality expectations, as well as areas where improvement is needed. The Certification Indicators were developed in alignment with Training and Employment Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup’s vision for California’s One-Stop delivery system.

The matrix below describes each Certification Indicator using both characteristics of a high-quality AJCC and the overall vision and strategies of the State Plan. Additionally, the Certification Indicators are provided as guidance for the evaluator to use in order to note the assessment of the AJCC’s strengths and continuous improvement opportunities.

The Local Board may establish additional criteria, or set higher standards for continuous improvement than those suggested by the state criteria below.

Local Boards must submit a completed AJCC Certification Indicator Assessment to their Regional Advisor for each comprehensive and/or affiliate/specialized AJCC by November 1, 2021.

Name of Local Board SETA/ Sacramento Works, INC.

Name of AJCC PRIDE Job Center

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or Limited English Proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.	<ul style="list-style-type: none">a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

AJCC Certification Indicators

- All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.
- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. Convenient distance from bus line; bus route information available for customers.
2. Adequate number of handicap spaces (2).
3. Adequate parking for daily customer flow.
4. ADA compliant front door to access building.
5. Resource and other materials organized - no clutter.
6. Clean floor and surfaces.
7. Clean and functioning restrooms.
8. Adequate internet access and speed.
9. Adequate number of stations in the computer lab (9 in front resource room with 1 adaptive workstation with assistive technology, 17 in back computer lab with all stations configured with Dragon Speak).
10. Visual emergency warning system in place (identified in 2 areas of building) to alert staff of critical incident that requires emergency responders (9-1-1).
11. Signage located throughout the job center.
12. Accessible technology is available for all individuals.
13. Dragon Speak recognition software.
14. Virtual services for job seekers, workers, and employers are provided.
15. Customers can access resource room immediately upon registration to job center.
16. The location of the AJCC is convenient for customers (including those with barriers to employment). It has adequate parking and is accessible by public transportation (where available).
17. The AJCC maintains a clean, professional appearance, neat and equipment is in working order.
18. Adequate safety and security precautions are in place to protect both customers and staff.
19. Emergency evacuation procedures are in place and those procedures address the needs of individuals with disabilities.
20. The AJCC has adequate space available for customer reception, workshops, onsite employer recruitment events, partners and job center staff.
21. The AJCC has internal signage to help customers easily navigate AJCC.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, colocated partnership that seamlessly incorporates the services of all the AJCC partners.</p>	<p>a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client’s particular and potentially unique needs so as to facilitate skills-attainment.</p>

Quality Indicators

- A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services.
- Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers.
- The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC’s contribution to the system and make recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services.
- One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations.
- The AJCC’s partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.
- The AJCC connects to the community through multiple community partnerships and community access points.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. PRIDE AJCC reflects a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff honor and accommodate diversity and are comfortable and adept in working with a diverse population, including those with disabilities and barriers to employment.
2. PRIDE Industries' internal HR periodically reviews policies and procedures and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
3. PRIDE AJCC had undergone a recent WIOA 188 Compliance Assessment for the AJCC; in review PRIDE AJCC met all requirements for EEO; including Limited English Proficiency Plan to provide meaningful access for individual that do not speak English as their primary language.
4. PRIDE AJCC uses principles of universal and customer centered-design access to ensure inclusive space and materials are available to individuals regardless of their range of ability, mobility, age, language, learning style, intelligence and education level.
5. PRIDE AJCC adheres to veterans and priority of service requirements.
6. PRIDE AJCC staff are trained and well versed in working and serving in a "person-centered" approach all customers that utilize the AJCC.
7. PRIDE AJCC adhere to SETA trainings and directives in the delivery of services.
8. PRIDE AJCC staff are training in the use of assistive technology.
9. Due to COVID-19 Pandemic, PRIDE AJCC is Rebuilding onsite/virtual Co-located partners, Self-help Housing, EDD Vet Net, EDD Unemployment, Sacramento County Behavioral Health); Onsite programming: Ticket to Work, WIPA (Social Security Benefits Counseling, Cooperative Mental Health program, Subsidized Employment, Supported Education and Employment and Youth services.
10. AJCC system partner services, as well as other AJCC services available "offsite" outside regular business hours (Sacramento Foodbank, Adult Education, SBA, WEAVE, Francis House, Department of Rehabilitation).
11. PRIDE AJCC adheres to virtual services on CalJOBS for customers.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required.	<ul style="list-style-type: none">a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

AJCC Certification Indicators

- AJCC staff identifies with the AJCC system (and not just their specific program), believes that all AJCC customers are shared customers, and contributes to providing a positive AJCC experience for every AJCC customer.
- AJCC staff have received customer service and customer-centered design training
- AJCC staff is cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
- The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.
- The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible
- The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
- The AJCC has establish protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. PRIDE AJCC has staff assigned to a regular schedule of Resource Room time to assist and support all customers with greeting and directing them to staff and appropriate resources.
2. PRIDE AJCC adheres to the Customer Flow Directive and this is in place in how staff serve customers who utilize the site.
3. An integrated resource team is brought together (Site Supervisor and Staff) to discuss, review, and identify effective strategies to support customers in services.
4. PRIDE AJCC has a functional organization chart. PRIDE AJCC identifies with the AJCC system (not just their specific program), believes that all AJCC customers are shared customers and contributes to providing a positive AJCC experience for every AJCC customer.
5. PRIDE AJCC staff have received customer service and customer-centered design training.
6. PRIDE AJCC staff are cross-trained in all onsite program and services, so they have capacity to functionally serve customers well.
7. PRIDE AJCC staff promptly greet customers, identify the reason for their visit and needs, and connect them to appropriate services as quickly as possible.
8. PRIDE AJCC adheres to integrated customer flow procedures to respond to all customers, their needs and any services they would be interested in or benefit from.
9. PRIDE AJCC staff work closely with other AJCC system sites to efficiently and effectively meet the needs of any customer, offering co-enrollment when prudent.
10. Co-located and non-co-located partners and customers satisfaction will be conducted on a quarterly basis with a satisfaction survey.
11. PRIDE AJCC and staff are actively involved and participate in a wide array of community based meetings; Citrus Heights Collaborative, Homeless Assistance Resource Team (HART), Expert Pool Town Hall Meetings (NorCAL MHA), Business Advisory Council, DoR Business Consortium, Cultural Competency Committee, Community Support Team with Sacramento County Behavioral of Health, etc.
12. PRIDE AJCC adheres to the customer flow directive per SETA on the referral process to conduct a warm hand off with all services.

AJCC Certification Indicator #4: 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 pathway.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today’s global economy. b. Value skill development by assessing and improving each individual’s basic, occupational, and employability skills. c. Balance traditional labor exchange services with strategic talent development within a regional economy. d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services. 	<ul style="list-style-type: none"> a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials. b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation. c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses. d. AJCCs as an access point for programs that provide for “demand-driven skills attainment.” From this perspective, AJCCs will be operated as an “on ramp” or “gateway” to the “Regional Sector Pathways” programs either built-out or identified through the regional planning process described above. e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

AJCC Certification Indicators

- All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- All AJCC staff knows the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- The AJCC has robust training services and staff assists customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

AJCC Certification Indicator #4: 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.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. PRIDE AJCC staff value both skill development and employment outcomes and know how they can promote and contribute to both.
2. All AJCC staff know the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
3. The AJCC has skill development and training opportunities for customers at all skill and experience levels.
4. The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
5. PRIDE AJCC participates in all skill training, development and technical assistance as it pertains to WIOA policies and procedures.
6. PRIDE AJCC staff and partners are aware of all partner training opportunities and career pathway development.
7. The welcoming team in the resource area have been trained to identify customers needs in order to coordinate efforts with the appropriate partner(s) to assist customers.
8. The PRIDE AJCC continues to grow and build partnership with public education, WIOA partners, Community based organizations, and employers.
9. Staff are committed to, and competent in, helping customers navigate career pathways that result in industry-recognized credentials.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.</p> <p>b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.</p> <p>To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.</p> <p>This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.</p> <p>Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.</p>	<p>a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.</p> <p>b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors’ skills needs.</p> <p>c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state’s industry sector needs so as to provide California’s high road employers and businesses with the skilled workforce it needs to compete in the global economy.</p>

AJCC Certification Indicators

- All AJCC staff has high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers
- The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. PRIDE AJCC staff have high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
2. The AJCC focuses on quality jobs of actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers.
3. PRIDE AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
4. PRIDE works closely with local regional employer partners in job developing and supporting customers in reaching employment goals.
5. PRIDE AJCC staff holds frequent recruitment events onsite to provide hiring opportunities in multiple occupations sectors; healthcare, warehouse, administrative, and security. PRIDE AJCC doesn't have a formal process to seek and capture employer advice; this goal to be attained within FY.
6. PRIDE AJCC conducts multiple recruitment events for job seekers ranging from entry-level to middle skill opportunities.
7. PRIDE AJCC offers a wide range of pre-employment testing and industry-specific skills testing through the use of Work Keys and Key Train. Typing tutorial and data entry software with certified certificates accepted through the State of California's CAL HR for clerical positions is available for all customers.
8. Continue the working relationship with all AJCC partners and regional employers. Develop and implement an employer evaluation system of the services provided onsite.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. AJCC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJCC staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.</p> <p>b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.</p>	<p>a. Certification criteria will include an assessment of professional development and staff capacity building.</p>

AJCC Certification Indicators

- The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff on a regular basis.
- There is a capacity building and/or professional development plan for staff and partners.
- All AJCC staff has received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- All AJCC staff has received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.

- All AJCC staff has received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- All AJCC staff has received training on serving individuals with barriers to employment, including customers with disabilities.
- All AJCC staff has received training on providing excellent customer service and customer-centered design.
- All AJCC staff has received training on sector strategies, career pathways, job quality and high road training partnerships.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. PRIDE AJCC has regular staff meetings, including 1:1, and IRT to build relationships, provide updates on center activities and discuss strategies for improvement.
2. Partners work cooperatively with AJCC staff and provide services to individuals utilizing the AJCC site.
3. There is a capacity building and/or professional development plan for staff and partners.
4. All AJCC staff have access to technical assistance, and training on partners, eligibility for those services and the process of referring customers to those partners.
5. PRIDE AJCC builds and develops partner rapport with quarterly community based development; an overview of a specific community based partner that would be helpful for our customers to be aware.
6. All AJCC staff have received training for all CalJOBS registrations to better assist with case management and matching customers to available jobs.
7. PRIDE AJCC is well versed in effectively serving individuals with barriers to employment, including customers with disabilities.
8. PRIDE AJCC staff have received training in customer service and excellence, and customer centered design.
9. PRIDE AJCC utilizes Human Centered Design as a focal point for serving Job Center customers.
10. PRIDE AJCC staff would benefit from continued professional development and training as it pertains to customer service, case management, and serving individuals with multiple barriers.
11. PRIDE AJCC would welcome, on an annual basis and throughout each program year, WIOA Adult/DW program training from SETA to ensure all services are meeting WIOA directives. This would support streamlined processes in case management detail, networking with fellow job center staff, and sharing best practices in AJCC delivery of services.
12. PRIDE AJCC staff participates on a quarterly basis in tabletop training in 1:1 with management.
13. Continue to cross-train partners and AJCC staff to ensure the delivery of services are in alignment with the WIOA directives set forth by SETA. Build upon partnership with NorCAL Center on Deafness to expand such services and capacity at AJCC site. Continue to develop and strengthen partnerships with community based organizations to provide individuals/job seekers with services to meet needs.
14. Build in PRIDE Rehabilitation services onsite to individuals with developmental and intellectual disabilities.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.</p> <p>b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.</p>	<p>a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.</p>

AJCC Certification Indicators

- The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC’s services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

1. PRIDE AJCC adheres to the WIOA directives and performance indicators.
2. PRIDE AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
3. PRIDE AJCC has a system in place to capture customer feedback and satisfaction data from individuals and employers using the AJCC system.
4. PRIDE regularly analyzes, identifies and develops continued improvement plans for policies and procedures.
5. PRIDE AJCC has a system in place to capture customer feedback. PRIDE AJCC has a process in place to identify technical areas of improvement. PRIDE conducts quarterly outcome measures and reports to the Board of Directors.
6. PRIDE AJCC adheres to WIOA directives and performance indicators. PRIDE AJCC regularly identifies areas of needed technical assistance to improve business results, and works with partner agencies and other resources to obtain needed assistance.

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By signing below, the Local Board Chair attests to the **AJCC's Certification Indicator Assessment** and agrees to develop a continuous improvement plan with target dates with the AJCC.

Signature
Anette Smith

Name
Chair

Title