

	New Jersey Workforce Innovation Notice		WD-PY25-9
	Issued By:	Workforce Development, Division of Career Services	
	Approved By:	Dr. Yolanda Allen, Assistant Commissioner Workforce Development	
	Issued Date:	December 18, 2025	

SUBJECT: Triage

PURPOSE: This document provides guidance on the implementation and funding of triage staffing at New Jersey’s One-Stop Career Centers.

EFFECTIVE DATE: This New Jersey Workforce Innovation Notice is *effective immediately*.

POLICY OVERVIEW

Triage staff serve as the initial point of contact for customers entering the One-Stop Centers and play a pivotal role in creating a welcoming environment that helps direct individuals to the appropriate services. Local Areas are responsible for ensuring that dedicated, well-trained triage staff are accessible, visible, and knowledgeable about the full range of available services to enhance both customer experience and operational efficiency.

Triage services should support all One-Stop partners and must not be limited solely to the interests of the triage staff’s employer of record. Regardless of their employer of record, all triage staff operate under the functional supervision of the One-Stop Operator. The One-Stop Operator is tasked with coordinating front-end service delivery in public access areas and translating policies into clearly defined, localized procedures that are effectively communicated to all partners. The operator must ensure that all dedicated triage staff are cross-trained in the WIOA Core Programs (WIOA Title I (Adult Dislocated Worker, Youth); Title II Adult and Family Literacy; Wagner-Peyser Labor Exchange Services; and Vocational Rehabilitation Services). This training means the staff are aware of each program’s eligibility requirements and services. Additionally, triage staff must have familiarity with the services of all required one-stop partners that are present in the local area, meaning they have knowledge of the services and target populations of each partner.

The responsibilities of triage staff may include:

- Assessing customer needs via phone or in-person and directing them to the appropriate services
- Assisting in verifying customer appointments
- Reducing waiting times and confusion at the front desk
- Enhancing coordination among partners and improving service delivery outcomes

- Advising customers of sign-in protocols

Funding Triage Staff:

Intake (which includes triage) is specified as a programmatic cost in WIOA regulations at [20 CFR 641.864\(b\)](#). Local Areas are encouraged to consider the following additional strategies to support triage functions, ensuring that a dedicated staff member or entity is clearly assigned and accountable for triage responsibilities:

- **Administrative Funds:** WDBs can allocate a portion of their WIOA and WFNJ Administrative Funds to provide a dedicated staff member to serve as triage staff for the local area. This may also include having dedicated staff splitting salary and fringe benefits between board functions and triage through a blend of Administrative and Program funds.
- **Contract Scopes:** Triage responsibilities can be incorporated into the scopes of Career Services, WFNJ, or One-Stop Operator contracts to ensure that dedicated funding and staff are assigned to full-time triage roles.
- **Work-Based Learning Models:** Consider using Work Experience (WEX), Transitional Employment, or SCSEP placements to staff triage roles at the front desk.

Partnership Coordination

If a local area is not afforded the ability to allocate funding into triage roles, please consider the following options:

- Clearly define triage roles and responsibilities within **Memoranda of Understanding (MOUs)** that outline which partner(s) are going to provide dedicated staff for triage responsibilities
- Negotiate with partners to provide triage staffing as part of their MOU scope
- Ensure coordination and oversight by the One-Stop Operator

Limitations:

Security guards must not be used to perform triage functions. Intake is a programmatic function, as described in [20 CFR 641.864\(b\)](#); therefore, only trained program staff can perform this function. Triage requires trained staff who understand program eligibility, service pathways, and customer engagement protocols.

Next Steps:

Local areas are encouraged to review their current staffing models and funding plans to determine how triage can be integrated or enhanced. Questions regarding funding eligibility or budget modifications may be directed to the WIOAPOD at wioapod@dol.nj.gov.

References:

- [eCFR :: 20 CFR 641.864 -- What functions and activities constitute programmatic activity costs?](#)

- [eCFR :: 20 CFR 678.620 -- What is the one-stop operator's role?](#)
- [eCFR :: 20 CFR 683.215 -- What Workforce Innovation and Opportunity Act title I functions and activities constitute the costs of administration subject to the administrative cost limitation?](#)
- [WD-PY-22-6: American Job Center Requirements](#)
- [WD-PY23-3: Functional Alignment in American Job Centers](#)
- [WD-PY25-7: One Stop Career Center Partners](#)
- [WD-PY25-8: WIOA Required Local Policies](#)