

# New Jersey

## Workforce Innovation Notice <sup>19-16(A)</sup>

**TO:** Workforce Development System

**FROM:** John Bicica, Chief,  
Office of WIOA Technical Assistance and Capacity Building

**SUBJECT:** Training and Employment Guidance Letter 16-16

**DATE:** March 31, 2017

**Purpose:** To provide the federal one-stop operations guidance for the American Job Center Network.

### **Background**

The United States Department of Labor Employment and Training Administration issued Training and Employment Guidance Letter (TEGL) 16-16, which provides operations guidance for American Job Centers (One-Stop Career Centers). The full TEGL can be accessed here: [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_16-16.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_16-16.pdf)

Below are key provisions of the TEGL:

### **American Job Center Network (Pages 2-3)**

The American Job Center Network includes six core partners

WIOA Title I Adult Program
WIOA Title I Dislocated Worker Program
WIOA Title I Youth Program
Adult Education and Family Literacy (Title II)
Wagner-Peyser Employment Service (Title III)
Vocational Rehabilitation Services (Title IV)

There are other required and additional partners; the full list of these partners and guidance regarding their responsibilities was provided in NJWIN 13-16 (see References and Links)

American Job Center staff strive to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families;
- Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals with disabilities, individuals who are English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms

for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance.

- Participate in rigorous evaluations that support continuous improvement of American Job Centers by identifying which strategies work better for different populations; and
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

**Comprehensive and Affiliate Job Centers (pages 6-9)**

A comprehensive American Job Center is a physical location where customers can access the programs services and activities of all the required one-stop partners, along with any additional partners as determined by the local WDB. The one-stop delivery system must include at least one comprehensive physical center within each local area. Each Comprehensive American Job Center must provide:

1) At least one WIOA title I staff person physically present, and the Center must provide all career services
2) Access to training services
3) Access to any employment and training activities carried out under section 134(d) of WIOA; <ul style="list-style-type: none"> <li>(i) To establish a one-stop delivery system</li> <li>(ii) To provide the career services to adults and dislocated workers through the one-stop delivery system</li> <li>(iii) To provide training services to adults and dislocated workers,</li> <li>(iv) To establish and develop relationships and networks with large and small employers and their intermediaries;</li> <li>and</li> <li>(v) To develop, convene, or implement industry or sector partnerships.</li> </ul>
4) Access to programs and activities carried out by required and additional one-stop partners including the Wagner-Peyser Act ES program; and
5) Workforce and labor market information.

Through the Job Center, the one-stop operator carries out the activities described below:

- Facilitates integrated partnerships that seamlessly incorporate services for the common customers served by multiple program partners of the American Job Center.
- Develops and implements operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expanded service offerings.
- Organizes and integrates American Job Center services by function (rather than by program), when permitted by a program’s authorizing statute and, as appropriate, through coordinating

staff communication, capacity building, and training efforts. Functional alignment includes having American Job Center staff who perform similar tasks serve on relevant functional teams (e.g., skills development team or business services teams).

- Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by relevant functional teams, consistent with the purpose, scope, and requirements of each program.

Integrated American Job Centers also ensure that:

- Center staff are trained and equipped in an ongoing learning environment with the skills and knowledge needed to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery, consistent with the requirements of each of the partner programs.
- Center staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. This allows staff from differing programs to understand other partner programs' services, and share their own expertise related to the needs of specific populations so that all staff can better serve all customers.
- Center staff are routinely trained so they are keenly aware as to how their particular work function supports and contributes to the overall vision of the Local WDB, as well as within the American Job Center network. This enhances their ability to ensure that a direct linkage to partner programs is seamlessly integrated within the center.

**Affiliate Centers**-Local WDBs may also choose to operate other access points to services in addition to comprehensive American Job centers. Such access points are called affiliate or specialized American Job Centers, and are created to supplement and enhance customer access to American Job Center Services. These sites make one or more of the one-stop partners' programs, services, and activities available to job seekers and employers.

These sites do not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in an affiliated site will be determined through partner MOU negotiations at the local level, within the parameters of the Federal regulations.

**Specialized Centers**-Based on local workforce needs, the local WDB, in conjunction with the partners and one-stop operator(s) may determine that a specialized center is more appropriate to serve a particular population and may choose to operate a specialized center(s). Specialized centers do not need to provide access to every required partner, but should be knowledgeable about, and prepared to make referrals to American Job Center partners in the comprehensive and affiliate American Job Centers. Partner services provided through specialized one-stop career centers must also be determined through partner negotiations at the local level and incorporated into the MOU.

#### **Co-Location of Wagner-Peyser Act ES Offices (page 9-10)**

Under WIOA, Wagner-Peyser Act ES programs must be co-located in comprehensive and/or affiliate American Job centers. If the Wagner-Peyser ES is part of an affiliate American Job Center, the affiliate American Job Center must include at least one or more other partners with a physical presence of

combined staff more than 50 percent of the time the center is open. In other words, if Wagner-Peyser ES is located in an affiliate site, there must be staff of at least one other partner in that affiliated site that is physically present more than 50 percent of the time the center is open.

The TEGL specifies that local veterans' employment representatives, disabled veterans' outreach specialists, or unemployment compensation programs would **not** count as the other partner for purposes of this requirement. Therefore, if ES and any of these three programs are provided at an affiliated site, an additional partner or partners must have a presence of combined staff in the center more than 50 percent of the time the center is open.

**Key Elements of a Memoranda of Understanding (page 18-19)**

Each local Workforce Development Board must enter into a memorandum of understanding (MOU) with each required one-stop partner and additional partners as applicable. (See NJWIN 13-16 for a listing of the required one-stop partners and their responsibilities). Each MOU must include the following:

**Services**-The MOU must include a description of the services provided through the American Job Center Network, which includes the method or means of providing partner access to those services. (See "Access to Services" below for additional information)

**One-Stop Operating Budget**-The financial plan that one-stop partners, and local WDBs agree will be used to achieve the MOU's goals of delivering services in the local area.

**Access** – The MOU must include methods to ensure the needs of workers, youth , and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials available through the one-stop system.

**Referral**-The MOU must describe the methods of referral to appropriate services and activities between one-stop operators and partner programs.

**Duration**-The MOU must include provisions specifying its duration and the procedures for amending it.

**Other Contributors**-The MOU must also include contributions made to the one-stop system through other avenues, such as donations by a non-partner entity (e.g. local business donating computers for a learning lab). Third-party in-kind contributions made to supplement the operation of the American Job Center must also be documented.

**Modification Process**-The MOU must include a description of the process for amending it.

**Signatories**-The MOU must contain signature of the Chief Elected Official, the local WDB director, and authorized representatives of each partner program.

**Appeals**-If a one-stop partner's appeal to the State regarding infrastructure costs results in a change to the one-stop partner's infrastructure cost contributions, the MOU must be updated to reflect the final one-stop partner infrastructure cost contributions.

See NJWIN 3-15 for additional guidance regarding MOUs.

### **Access to Services (page 6-7)**

“Providing” career services in the comprehensive one-stop does not mean that each required partner must provide these services directly on-site at the comprehensive one-stop. However, it does mean that some career services must be provided directly on-site. Career services may be provided through access to partner programs and activities which may be delivered in the following ways:

**Option 1.** Having a program staff member physically present at the American Job Center;

**Option 2.** Having a staff member from a different partner program physically present at the American Job Center and *appropriately trained* to provide information to customers about the programs, services, and activities available through all partner programs; or

**Option 3.** Making available a direct linkage through technology to a program staff member who can provide meaningful real-time information or services.

### **Common Identifier (page 24)**

WIOA Sec. 121(e)(4) requires each one-stop delivery system to use a common identifier on all products, programs, activities, services, electronic resources, facilities, and related property and new materials. States and local areas are also permitted to use any State-or locally-developed identifier.

The Department established the “American Job Center” network, a unifying name and brand that identifies online and in-person workforce development services as part of a single network of publicly-funded services.

The one-stop delivery system must use either that common identifier as its name, or use the tag line phrase “a proud partner of the American Job Center network.” Either the plain text or one of the logos may be used. If a logo is used, it must be used in accordance with the guidelines contained in the Graphics Style Guide for Partners, and with the terms of use for the logos, all of which are available at <https://www.dol.gov/ajc>

DOL provides a toolkit on the <https://www.dol.gov/ajc> and on the Innovation and Opportunity Network (ION) <https://ion.workforcegps.org/resources/2016/09/30/12/11/AJC-Common-Identifier-and-Branding> so that states and local areas can proactively identify one-stop centers as "American Job Centers" in outreach materials, Web sites, and other communications. The toolkit can be used as an easy way for job seekers and employers to locate, recognize and access workforce development services, and are appropriate for physical one-stop centers or Web sites. DOL announced the American Job Center brand first in Training and Employment Guidance Letter No. 36-11, available at [http://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=7695](http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=7695) , and DOL and ED required its use in the Joint WIOA Final Rule

### **Key Dates:**

The timeframe for adopting the required rebranding varies depending on the type of material. The Joint WIOA Final Rule at 20 CFR 678.900(b), 34 CFR 361.900(b), and 34 CFR 463.900(b) requires: “As of November 17, 2016, each one-stop delivery system must include the “American Job Center” identifier or “a proud partner of the American Job Center network” on all primary electronic resources used by the one-stop delivery system, and on any newly printed, purchased, or created materials. The Joint WIOA Final Rule at 20 CFR 678.900(c), 34 CFR 361.900(c), and 34 CFR 463.900(c) further requires: “as

of July 1, 2017, each one-stop delivery system must include the “American Job Center” identifier or “a proud partner of the American Job Center network” on all products, programs, activities, services, electronic resources, facilities, and related property and new materials used in the one-stop delivery system.”

Finally, as the Departments stated in the Preamble to the Joint WIOA Final Rule, “[T]he Departments will not object if the one-stop centers continue to use materials not using the ‘American Job Center’ branding which are created before November 17, 2016, until those supplies are exhausted

**Coordination of One-Stop Partners (Attachment II)**

Attachment II of TEGL 16-16 includes a chart that provides an overview of one-stop partners along with possible collaborative activities for enhancing one-stop service delivery. The attachment can be accessed here: [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_16-16\\_Attachment-II\\_Acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_16-16_Attachment-II_Acc.pdf) . Examples of collaborative activities provided in the chart include:

<p><b>Title I Youth</b> Title I Youth program partnering with the VR program to coordinate the provision of services to youth with disabilities transitioning from school to post-school life including post-secondary education and employment.</p>
<p><b>Adult Education and Family Literacy</b> An individual could receive adult education services while at the same time receiving services from the OJT program funded by title I. If individuals are unable to receive services from the AEFLA program, but are determined to be in need of those services by the career planner, then title I may provide those services the program is authorized to provide.</p>
<p><b>National Farmworker Jobs Program</b></p> <ul style="list-style-type: none"> <li>• Leverage the AEFLA program as part of a career pathway strategy for program participants co-enrolled in NFJP.</li> <li>• Refer NFJP participants to WIOA adult and youth formula programs if they need more intensive support around specific program elements.</li> </ul>
<p><b>Community Service Block Grant</b> Enrollment into CSBG supportive services (e.g. child care, transportation subsidies, emergency food services, etc.) through CSBG-funded staff at the American Job Center, other American Job Center staff, or direct linkage to CSBG-funded organizations through technology. Technology linkages may be conducted remotely at the American Job Center by phone or computer.</p>
<p><b>TANF</b></p> <ul style="list-style-type: none"> <li>• Program staff are physically present in the centers and perform job readiness assessments and assign or refer TANF clients to appropriate TANF work activities.</li> <li>• Program staff are physically present in the centers and will assist work ready TANF clients to co-enroll in other applicable workforce services.</li> </ul>

The chart is not meant to be exhaustive, and local boards are encouraged to develop new partnerships that will improve educational and employment opportunities for all participants.

**References and Links**

**NJWIN 2-15** <http://lwd.state.nj.us/labor/wioa/documents/techassistance/NJWIN%202-15.pdf>

**NJWIN 13-16** [http://lwd.state.nj.us/labor/wioa/documents/techassistance/NJWIN%2013-16\(Required%20One-Stop%20Partners\).pdf](http://lwd.state.nj.us/labor/wioa/documents/techassistance/NJWIN%2013-16(Required%20One-Stop%20Partners).pdf)

**TEGL 16-16, Attachment II:** [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_16-16\\_Attachment-II\\_Acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_16-16_Attachment-II_Acc.pdf)

**Action Required**

This guidance should be shared with all relevant one-stop center staff and partner agencies. TEGL 16-16 states” All State agencies, State agencies, State WDBs, Local WDBs, and one-stop partner programs must follow the requirements described in this guidance, consistent with the specific requirements of the partner programs’ statutory authority, as they develop their policies and procedures related to the operation of the one-stop service delivery system.” This includes the requirement that all primary electronic resources and any newly printed, purchased, or created materials includes the identifier “American Job Center” or “A proud partner in the American Job Center Network.” (See example below)

**Example:**  
  
\_\_\_\_\_ County One-Stop Career Center  
*A proud partner of the American Job center Network*

**Rescissions**

None

**Authority**

New Jersey Department of Labor and Workforce Development	<b>X</b>
State Employment And Training Commission	

**Questions**

For questions regarding this guidance, contact John Bica, Chief, Office of WIOA Technical Assistance and Capacity Building, at [john.bica@dol.nj.gov](mailto:john.bica@dol.nj.gov)