DATE: February 23, 2018

TO: LA’s Workforce Development System

FROM: Gerardo Ruvalcaba, Director
       Workforce Development System

SUBJECT: WDS DIRECTIVE NO. 18-15
         WIOA ADULT PROGRAM CERTIFICATION

EFFECTIVE DATE
This directive is effective on date of issue.

PURPOSE
This policy provides the guidance and establishes the procedures regarding certification of all America’s Job Center of California® (AJCC)/WorkSource Center (WSC) locations, and requires the submission of a self-evaluation. This directive applies to all City of Los Angeles AJCC/WSCs.

BACKGROUND
The WIOA establishes a framework under which Local Boards are responsible for maintaining a network of high-quality, effective AJCCs. To assist in these efforts, the California Workforce Development Board (State Board), in consultation with an AJCC Certification Workgroup comprised of state-level partners and Local Board representatives, developed objective criteria and procedures for Local Boards to use when certifying the AJCCs within their Local Workforce Development Areas.

The WIOA Joint Final Rule outlines three key requirements for AJCC certification: effectiveness of the AJCC, physical and programmatic accessibility for individuals with disabilities, and continuous improvement. California's certification process is centered on these key requirements and sets a statewide standard of service delivery that ensures all customers consistently receive a high-quality level of service.

In accordance with WIOA Section 121(g), Local Boards must conduct an independent and objective evaluation of the AJCCs in their Local Areas once every three years using criteria and procedures established by the State Board.

POLICY AND PROCEDURES
There are two levels of AJCC certification: Baseline and Hallmarks of Excellence. The Baseline AJCC Certification is intended to ensure that every comprehensive AJCC is in compliance with key WIOA statutory and regulatory requirements. The Hallmarks of Excellence AJCC Certification is intended to encourage continuous improvement by
identifying areas where an AJCC may be exceeding quality expectations, as well as areas where improvement is needed. The Hallmarks of Excellence were developed in alignment with TEGL 4-15, the State Plan, and the AJCC Certification Workgroup’s vision for California’s One-Stop delivery system. It is important to note that certification is an individualized process; it will not be used to compare or rank one AJCC/WSC against another. Baseline Certification has already been completed for all AJCC/WSCs.

Hallmarks of Excellence AJCC Certification

In order to highlight areas where AJCCs can continuously improve their service delivery, the State Board has identified eight Hallmarks of Excellence, with each one ranked on a scale of 1-5. In order to receive a Hallmarks of Excellence AJCC Certification, an AJCC must meet Baseline AJCC Certification and receive a ranking of at least 3 for each of the following:

1. The AJCC physical location enhances the customer experience.
2. The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.
3. The AJCC actively supports the One-Stop system through effective partnerships.
4. The AJCC provides integrated, customer-centered services.
5. 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.
6. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs. 7. The AJCC has high-quality, well-informed, and cross-trained staff.
7. The AJCC achieves business results through data-driven continuous improvement.

A matrix that includes further information and quality indicators for each Hallmark of Excellence is included as Attachment 1. The attachment requires a full rationale to be written for each ranking provided on the Hallmarks of Excellence.

The Local Board must determine and submit the certification status and accompanying continuous improvement plan for each of the comprehensive AJCCs in the Local Area by June 30, 2018.

REQUIRED ACTION
AJCC/WSC staff shall conduct an initial self-assessment using Attachment 1 prior to the Local Board’s evaluation. A self-assessment is a helpful tool that can assist in addressing potential compliance issues or areas of improvement prior to the Local Board’s certification decision. The self-evaluation gives each center an opportunity to document successes, challenges, and needed improvements prior to the onsite assessment. Self-evaluations are due no later than March 23, 2018.

WDS CONTACT
If you have any questions regarding this directive, please contact your program analyst.

Attachments 1: Comprehensive AJCC Certification Matrix Hallmarks of Excellence
GR:TJ:cg