

Career Center Designations under WIOA

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January, 2022



What is a Career Center?



[sdworkforce](#)

[workforce.org](https://www.workforce.org)

Americas Job Centers also known as San Diego Career Centers

- One-stop shop for workforce services, providing a comprehensive range of no-cost employment and training services for employers and job seekers.
- A collaboration of private and public entities equally grounded in getting job seekers work and getting employers the workers, they need—creating customized recruitments, training programs and other efforts aimed at closing the skills gap between them

San Diego Career Center Services

Services include:

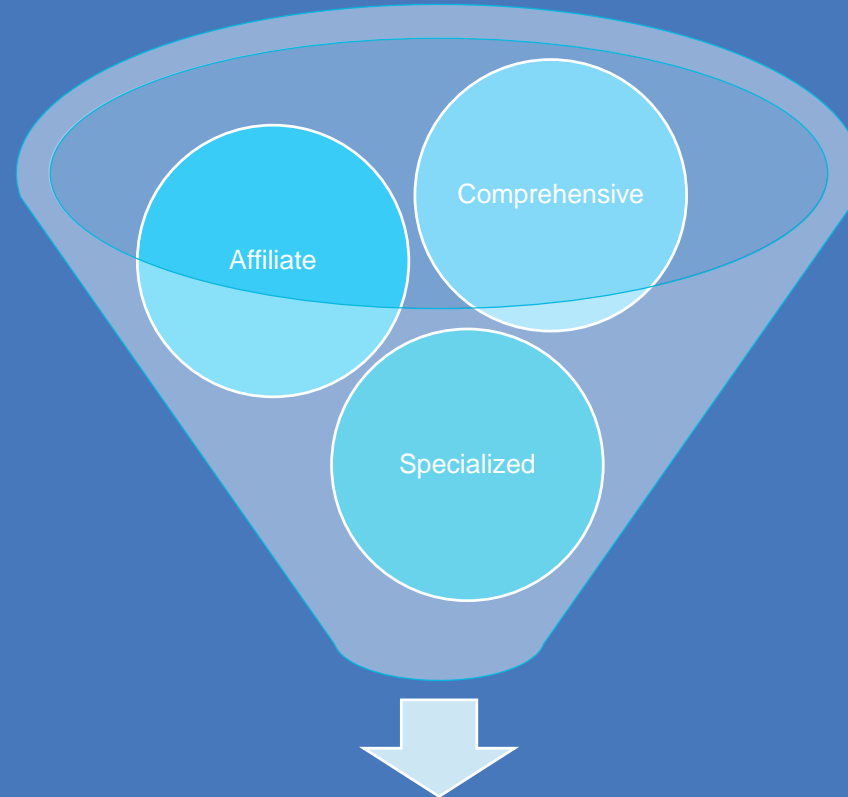
- Skills assessment
- Pre-employment assistance including career coaching
- Job placement assistance
- Workshops on resume development, interview skills and networking
- Access to exclusive job listings
- On and off-site employer recruitments
- Job training programs for eligible clients in priority sectors
- Free access to computers with internet, printer, copier, fax and phones
- Referrals to community partners for additional services
- Exclusive services for veterans
- One-on-one career guidance for eligible client

Three types of San Diego Career Centers

Career Centers may be identified as:

1. Comprehensive
2. Affiliate
3. Specialized

Entry Points



Career Services

Comprehensive Career Centers

- Physically house at least one required partner, and may physically house additional required and/or optional partner(s); and
- A comprehensive Job Center must provide meaningful access to all the required partners/programs by one or more of the following:
 - Having a program staff member physically present at the Job Center;
 - Having a staff member from a different partner program physically present and appropriately trained to provide information to customers about the services available through all partner programs;
 - Making a direct linkage to off-site partner program staff who can provide meaningful information or services.
- Provide basic and individualized career services; and
- Make available (on-site, via the use of technology, and/or via formalized referral processes); and
- Provide career services such as labor market information, employment services, training services and support services as authorized under WIOA; and
- Include a service area, commonly known as a Resource Room, that is open to the general public or specialized/targeted population (i.e., incarcerated individuals in a correctional facility) during regularly scheduled hours and provides access to labor exchange services for job seekers and employers.
- Comprehensive sites must be certified to ensure that service delivery standards are met.

Affiliate Career Centers

- An affiliate Career Center is a physical location where job seekers and employers can receive career services.
 - Services must be made available on-site, via the use of technology, and/or via formalized referral processes. The methods partners use to provide services and coordinate with each other, including required resource sharing, are documented in through a Memoranda of Understanding (MOU).
- An affiliate Career Center does not have to have all partners programs on site, but it must have at least one or more of these partners that provide these services there.
- If WIOA services are provided at an affiliate Career Center, at least one or more other program partner programs must be in the affiliate Career Center, and there must be a physical presence of combined staff from the other program(s) over 50 percent of the time that the site is open.
- Affiliate sites must be certified to ensure that service delivery standards are met.

Specialized Career Centers

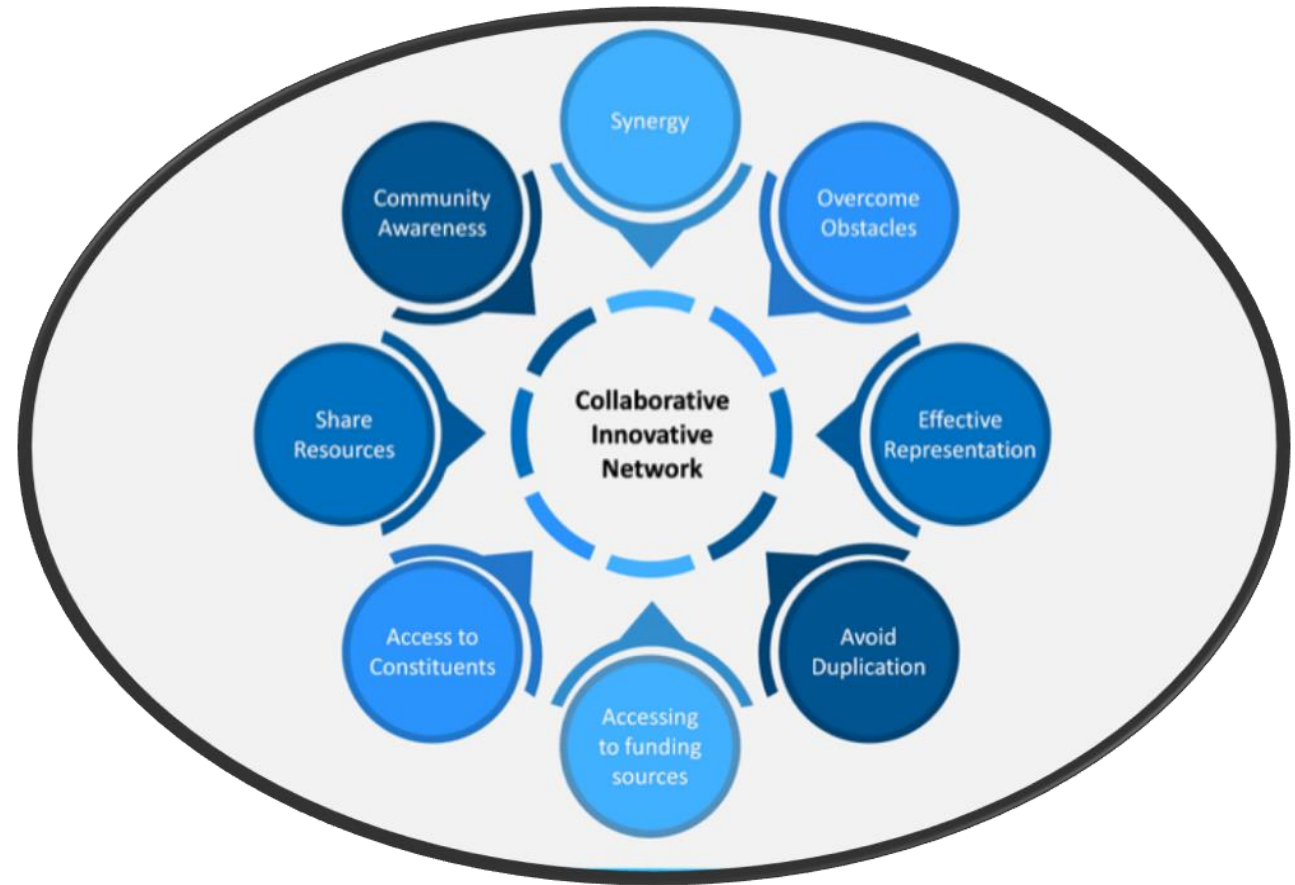
- A specialized Job Center is a service location that may or may not meet the criteria as a comprehensive or affiliate career center, but that is designed to serve as an access and/or outreach site for a specialized group of the population (i.e., youth, dislocated workers from a particular company, incarcerated individuals in a correctional facility, etc.).
- Specialized Job Centers may be housed in an alternative location (i.e., on-site at an employer facility, in a correctional facility, etc.) hours and access may be determined by the facility, not by a Career Center Operator or local WDB.
- Specialized sites must be certified to ensure that service delivery standards are met.

Enhancing Career Services



- Identify the common customer
- Identify similarities and differences of services provided at each career center (community college/WIOA Career Center)
- Determine ways to leverage services between the WIOA Career Center and SDCCD Career Centers

Collaboration and Innovation



Next Steps...

- Certify the community college career center(s) to ensure that service delivery standards are met in accordance with

Affiliate/Specialized Baseline AJCC Certification

- The Baseline AJCC Certification is intended to ensure that every comprehensive, specialized and affiliate AJCC is in compliance with key WIOA statutory and regulatory requirements.
- The following requirements must be met for an affiliate/specialized AJCC to receive Baseline AJCC Certification ([Attachment 2](#))
 - SDWP and SDCCD has a signed and implemented MOU
 - Ensure that SDCCD complies with equal opportunity for individuals with disabilities in accordance with the ADA, WIOA Section 188, Title 29 CFR Part 38, and all other applicable federal and state guidance.
- The SDWP Operations team will work with SDCCD to complete Attachment 2 and ensure that SDCCD meets the baseline requirements

AJCC Certification Indicator Assessment

- In order to highlight areas where AJCCs can continuously improve their service delivery, the AJCC Certification Workgroup identified seven AJCC Certification Indicators to measure continuous improvement for all AJCC locations no matter the designation.
- The AJCC Certification Indicators are as follows:
 1. The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.
 2. The AJCC actively supports the One-Stop system through effective partnerships.
 3. The AJCC provides integrated, customer-centered services.
 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.
 5. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.
 6. The AJCC has high-quality, well-informed, and cross-trained staff.
 7. The AJCC achieves business results through data-driven continuous improvement.
- SDCCD will work with SDWP (Daniella and Sara) to complete [Attachment 3](#)

Certification Evaluation Process

- Once the baseline and Indicator Assessment is complete for each location
- SDWP will choose an evaluation panel to conduct the open, independent evaluation of the affiliate/specialized AJCC which includes review of Attachment 2 and 3
- Based on those evaluations, the individual(s) that conducted the independent review can provide recommendations to the Local Board regarding certification status and continuous improvement strategies.
- It is the Local Board (SDWP), however, that must officially submit the Baseline Criteria Matrix and accompanying AJCC Certification Indicator Assessment to the State.



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