

# WHO AND WHAT IS THE AJCC OPERATOR?





SPR

SOCIAL POLICY RESEARCH  
ASSOCIATES

- SPR is San Francisco's AJCC Operator
- SPR is based in Oakland, CA
- Have been providing technical assistance, training, evaluation and research to the workforce system for over twenty-five years

# THE AJCC OPERATOR

Operators are responsible for coordinating service delivery among AJCC partners and service providers and ensuring the implementation of partner responsibilities and contributions agreed upon in Memorandums of Understanding.

AJCC partners and service providers include:

- **Workforce system service providers** that are receiving WIOA funding (Title I Adult, Dislocated Worker, and Youth programs)
- **City College** and the Adult Education Consortium (Title II Adult Education and Family Literacy Act)
- **California Employment Development Department** (Title III Employment Service/Wagner-Peyser)
- **Department of Rehabilitation** (Title IV Vocational Rehabilitation)
- **San Francisco Human Services Agency** (HSA) CalWORKS is a core, non required partner

By having the AJCC Operator act as the local service delivery coordinator, it allows Local Boards to focus on strategic planning and developing partnerships at the local and regional level.

The AJCC Operator does **not** serve as a Workforce Services Center or a Comprehensive Access Point

# AJCC OPERATOR WORK PLAN 2018

## Spring 2018:

- Meet with AJCC Core Partners (collocated and not) to learn more about their goals and priorities and to prepare for the Hallmarks of Excellence Certification
- Conduct the Hallmarks of Excellence Certification\*
- Prepare an AJCC Continuous Improvement Plan\*

## Summer and Fall 2018:

- Regularly convene core partners
- Track progress towards implementing MOUs and other shared goals
- Host a San Francisco workforce providers event
- Design and implement trainings as called for in Continuous Improvement Plan

\* Required by the state, due June 30, 2018.

**THE HALLMARKS OF EXCELLENCE  
CERTIFICATION**



# AJCC CERTIFICATION

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.

AJCC Certification only applies to comprehensive AJCC's – or AJCC's that have all the Core Partners present.

- San Francisco's AJCC is the **Comprehensive Access Point** (CAP)

AJCC Certification has two levels:

- Baseline Certification (**completed 12/31/17**)
- Hallmarks of Excellence Certification (**due 6/30/18**)

# THE HALLMARKS OF EXCELLENCE

*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.*

-EDD, Workforce Services Directive WSD16-20

# WHAT ARE THE HALLMARKS OF AN EXCELLENT AJCC?

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.
8. The AJCC achieves business results through data-driven continuous improvement.



# HOW IS THE AJCC CERTIFIED?

- Boards select an evaluator to conduct the certification
- Evaluators gather information on the AJCC’s progress towards each Hallmark through interviews, surveys, focus groups, and observation.
- Evaluators score the AJCC on each Hallmark and fill out the **“Comprehensive AJCC Certification Matrix: Hallmarks of Excellence”**
- The matrix and a corresponding continuous improvement plan are due the state by June 30, 2018

Hallmark of Excellence #1	
Assessment of the AJCC’s Strengths and Continuous Improvement Opportunities:	
<p style="text-align: right;"><b>Hallmark</b></p> <p style="text-align: center;"><b>The AJCC physical location and</b></p> <p><b>Characteristics of a High Quality AJCC</b></p> <p>a. The physical layout of the AJCC must inform and engage customers in staff-supported activities and allow for workshops, group meetings and a robust basic career services, rather than moving all customers to the AJCC resource room computers to conduct a job search.</p>	<p style="text-align: center;"><b>Hallmark of Excellence #1 Ranking (1-5) :</b> _____</p> <p style="text-align: center;"><b>Rationale for This Ranking:</b></p>
<p>services, including how to access them.</p> <p><b>Quality Indicators</b></p> <p>a. 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).</p> <p>b. External signage clearly identifies the location as an AJCC and meets the branding requirements of Workforce Services Information Notice 12-43.</p> <p>c. The AJCC is clean with a professional appearance.</p> <p>d. The AJCC is designed so that it is easy for customers to access services, resources, and staff assistance.</p> <p>e. The AJCC’s resource area is neat, has adequate workstations to meet customer demand, and</p>	

# CERTIFICATION ACTIVITIES AND WAYS TO BE INVOLVED

## **Key Elements of CAP's Certification Process:**

- AJCC Customer Focus Group
- AJCC Staff Survey
- Core Partner Interviews
- Site Visit and Observation
- Other interviews and focus groups as needed

## **Ways to get involved:**

- Join us for a focus group as a listener
- Visit the AJCC and fill out a site visit observation form

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**QUESTIONS?**