



**OFFICE OF ECONOMIC AND WORKFORCE DEVELOPMENT
WORKFORCE DEVELOPMENT DIVISION
MEMORANDUM**

Meeting of November 15, 2019

TO: Members of the Executive Committee of the Workforce Investment San Francisco Board
FROM: Joshua Arce, Director of Workforce, OEWD Workforce Development Division
RE: Certification of the San Francisco's Affiliate America's Job Centers of California (AJCC)

ACTION REQUESTED

The OEWD Workforce Development Division Director recommends to the Workforce Investment San Francisco Board to authorize the Chair to sign the completed certifications of San Francisco's three affiliate AJCC's: the Chinatown, Mission, and Visitacion Valley Neighborhood Access Points (NAPs).

BACKGROUND

The WIOA establishes the different types of AJCC sites allowable in each Local Workforce Development Area (Local Area). In addition to comprehensive AJCCs, Local Boards may choose to operate affiliate or specialized AJCCs to supplement and enhance customer access to services and to serve as additional access points. To ensure that the AJCC deliver and continuously improve services for jobseekers, workers, and employers, the WIOA requires certification of all AJCCs, including affiliate and specialized centers.

The California Workforce Development Board (CWDB) convened a workgroup comprised of state-level partners and Local Board representatives in order to develop objective criteria and procedures for AJCC certification. This process is covered in Directive WSD18-11 (Attachment 1). The initial process was designed for comprehensive AJCCs and San Francisco's comprehensive AJCC, the Comprehensive Access Point (CAP) operated by Goodwill of San Francisco and Marin Counties, was certified in June 2017. The same process has been modified for affiliate AJCCs.

CERTIFICATION REQUIREMENTS

In order to receive affiliate AJCC certification, the Local Board must ensure the following five requirements are met:

1. Each partner within the affiliate AJCC has a signed and implemented MOU with the Local Board meeting the Phase I and Phase II requirements.
2. The affiliate AJCC meets equal opportunity compliance 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.
3. The Local Board submits an outline of the Local Board Certification Process
4. The affiliate/specialized AJCC receives a Hallmarks of Excellence Assessment
5. The Local Board submits an Affiliate/Specialized AJCC Certification Form for each affiliate.

Certification of affiliate AJCCs were due May 1, 2019 but San Francisco was given an extension by the California Employment Development Department and the California Workforce Development Board to submit affiliate certifications by December 31, 2019. The certification will be effective through June 30, 2021.

OEWD contracted with Social Policy Research Associated (SPR), the San Francisco One Stop Operator, to prepare certification documentation for each of San Francisco's three affiliate AJCCs and to complete a Hallmarks of Excellence Assessment for each affiliate.

CERTIFICATION DOCUMENTATION

SPR completed a certification form for each affiliate AJCC that include the following:

- Verification of the affiliate's signed and implemented MOU that meets Phase I and II requirements.
- Verification that the affiliate is compliant with all state and federal equal opportunity guidance.
- An outline of the certification process, including details on affiliate Hallmarks of Excellence assessments (Attachment 2).
- The affiliate's HoE Assessment scores.

HALLMARKS OF EXCELLENCE ASSESSMENT

In order to highlight areas where AJCCs can continuously improve their service delivery, the CWDB has identified eight Hallmarks of Excellence as the mechanism to measure continuous improvement for all AJCCs. They include eight categories, with each ranked on a scale of 1-5. Affiliate AJCCs are not required to receive a minimum score for certification. The Hallmarks of Excellence categories are as follows:

1. The AJCC physical location enhances the customer experience.
2. 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.
5. The AJCC actively engages industry and labor.
6. The AJCC has high-quality, well-informed, and cross-trained staff.
7. The AJCC achieves business results through data-driven continuous improvement.

SPR conducted a Hallmarks of Excellence (HoE) Assessment for each of San Francisco's three affiliate AJCCs. The HoE assessment comprised of:

- A self-assessment conducted by each affiliate
- A review of that self-assessment by each affiliate OEWD contract manager
- An observation site visits to each affiliate
- Review of each affiliate EEO's review from Spring 2019
- A review of each affiliate PY 18-19 WIOA performance data

HoE scores for each affiliate are included in their respective certification forms.

Attachments:

EDD Directive WSD18-11 – Certification Process for Affiliate and Specialized AJCCs

EDD Directive WSD18-11, Attachment 2 – Local Board Certification Process

Joshua Arce
Director, OEWD Workforce Development Program

Attachment 1:

EDD Directive WSD18-11 – Certification Process for Affiliate and Specialized AJCCs

Attachment 2:
EDD Directive WSD18-11, Attachment 2 – Local Board Certification Process