

## NAP Affiliate AJCC Certification Self-Assessment

---

Welcome to the NAP Affiliate AJCC Certification process! 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. These sites supplement and enhance customer access to services, and serve as additional access points to the Local Area's comprehensive AJCC(s). To ensure that the AJCC system delivers and continuously improves services for jobseekers, workers, and employers, the WIOA requires certification of all AJCCs, including affiliate and specialized centers. Certification guidance is provided by the California Employment Development Department (EDD) which uses its Hallmarks of Excellence as a framework for evaluating each comprehensive and affiliate AJCC.

The objective of this self-assessment is to gather input from each NAP to determine how far along you have come in meeting the state of California's Hallmarks of Excellence criteria, as part of the 2019 Affiliate AJCC certification process. OEWD has contracted with Social Policy Research Associates (SPR) to serve as the One-Stop Operator in San Francisco. In that role SPR is responsible for completing the Hallmarks of Excellence Certification assessment for each Affiliate AJCC/NAP.

Thank you in advance for taking the time to fill this out. If you have any questions about this self-assessment or the certification process in general, you can contact:

Alfredo Fajardo, OEWD  
Program Compliance Manager  
[alfredo.fajardo@sfgov.org](mailto:alfredo.fajardo@sfgov.org)  
(415)701-4895

Jessie Oettinger, Social Policy Research  
Associates  
San Francisco WIOA One Stop Operator  
[Jessie\\_oettinger@spra.com](mailto:Jessie_oettinger@spra.com)  
(206)-963-3297

Additionally, you can find more information about the state's Hallmarks of Excellence criteria and the affiliate certification process here:

[https://www.edd.ca.gov/jobs\\_and\\_training/pubs/wsd18-11.pdf](https://www.edd.ca.gov/jobs_and_training/pubs/wsd18-11.pdf)

## Staff Information

**Name(s)\*:**

**NAP name:**

**Role at NAP:**

\* If multiple people filled out this assessment, please indicate below who filled out which sections.

## NAP Information

1. Please describe your overall mission and the terms of your contract to provide WIOA IB (Adult, Dislocated Worker, and/or Youth) services to job seekers
2. How long have you had this contract?
3. Where is your office located?
4. Do you share staff or office space with another organization? If so, please describe:
5. If applicable, do you share a building with other community-based organizations or social services agencies?
  - a. If so, who?
  - b. To what degree do you communicate or share services/referral with other organizations in your building?

## Universal Access (Hallmark 2)

*The following questions address whether certain policies and procedures are in place to advance universal access to NAP services. Universal Access or Universal Design refers to a spectrum of policies and design elements that make buildings, trainings, services, and tools accessible and welcoming to everyone: people with and without disabilities; veterans, immigrants, English language learners, homeless individuals, justice involved individuals and anyone who comes in seeking job search and training assistance.*

**6. How familiar are you with the concept of Universal Access?**

**7. How familiar are you with customer-centered design for jobseekers?**

**8. How familiar are you with the veteran's preference and priority of service?**

**9. When you have a veteran come in, are there any special procedures or next steps that it would trigger?**

**10. How competent do you feel your NAP is to serve and refer customers with limited English proficiency?**

**11. How competent do you feel your NAP is to serve and refer people with disabilities**

**12. Does the NAP offer services that customers can connect to virtually without coming into the NAP?**

## Partnership (Hallmark 3)

*In this section we're looking for information about how you connect with other workforce, training and education partners in the Bay-Peninsula Region. We've left the prompts fairly open-ended on purpose so please tell us whatever you think is most important about the way you partner with other organizations – WIOA affiliated or not!*

- 13. Do you regularly connect with other SF Workforce Providers? If so, who and how often?**
- 14. If not answered above, how would you describe the connection? For instance, do you connect to network, participate in professional development, or design shared services or referral between your organizations?**
- 15. Do you connect with staff from other WIOA partners on a regular basis? If so, who and how often?** *Other WIOA partners include California Department of Rehabilitation (DOR), San Francisco Human Services Agency (specifically, programs that target education and training for CalFresh and CalWorks), San Francisco City College and other members of the Adult Education Consortium, the California Employment Development Department (EDD), JobCorps, and Senior Community Service Employment Program (SCSEP).*
- 16. If not answered above, how would you describe the connection? For instance, do you connect to network, participate in professional development, or design shared services or referral between your organizations?**

**17. Are there any other important partnerships that you are engaged in that fall outside of the SF Workforce Provider Network and WIOA? Please describe:**

## Integrated Services (Hallmark 4)

*The following questions address NAP service integration, customer flow and coordination across partner programs.*

- 18. Please describe your NAP's customer intake process for job seekers. Is making referrals to other partners part of this process?**
  
  
  
  
  
  
  
  
  
  
- 19. If you make referrals, please describe if there is/what is the follow up process?**
  
  
  
  
  
  
  
  
  
  
- 20. Do you feel like your NAP has a robust selection of training services to offer customers (e.g., workforce preparation, work-based learning, apprenticeships, career pathways programs, etc.)?**
  
  
  
  
  
  
  
  
  
  
- 21. Do you feel like your NAP is able to meet the supportive service needs of most customers?**
  
  
  
  
  
  
  
  
  
  
- 22. What data collection and reporting system do you use?**
  
  
  
  
  
  
  
  
  
  
- 23. Have you had any issues with entering data into Workforce Central (WFC)?**



**24. Do you have any recommendations for OEWD regarding the collection of data or use of a shared MIS platform?**

## On Ramp for Sectors (Hallmark 5)

**25. Please describe your NAP's role and overall participation in San Francisco's Sector Academies:**

**26. In what ways does your NAP assist customers in accessing career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship?**

**27. Does your NAP connect customers to training opportunities that result in industry-recognized credentials?**

**28. What kinds of supportive services are available to customers, as appropriate, to facilitate participation in training services?**

**29. For customers in training, what supportive services are in highest demand but shortest supply in the NAP?**

## Business Services (Hallmark 6)

*The following questions address knowledge of regional and local labor markets, business engagement and the delivery of services to businesses by NAP staff.*

**30. Do you feel you (or your staff) are sufficiently knowledgeable of the regional economy and labor market conditions to advise customers?**

**31. Does your NAP provide services to business? If so, what kinds of services do you provide?** *Examples of kinds of business services include: referral of qualified job applicants, assessments and testing of job applicants, space at the NAP for recruitment activities, skills verification of job applicants, hiring subsidies, training subsidies (OJT, incumbent worker, customized training, etc.)*

**32. What feedback loops do you have in place to hear from businesses about their satisfaction with these services?**

**33. Does your NAP have any promising practices in serving employers that you'd like to share, specifically?**

## Staff (Hallmark 7)

The following questions address communication, training and capacity building of NAP staff.

**34. Overall, what do you consider to be your staffs' areas of strength in regard to providing services to your constituency?**

**35. What are some things you would like to focus on, in terms of professional development, over the next 2 years?**

**36. Have you or your staff received any training in the following areas in the last two years?**

	I have received training	My staff has received training
Types of services provided by other WIOA partner programs		
Eligibility requirements of other WIOA partner programs		
Process for referring customers to WIOA partners		
Process for engaging and serving the business community		
How to use labor market information for jobseeker career awareness and education and job planning		
Assisting customers with accessing and using CalJOBS system		
Understanding how to use CalJOBS to assist jobseeker customers with finding suitable employment		
Understanding how to use CalJOBS to assist employers with funding appropriate job matches		
Serving individuals with barriers to employment (e.g., ex-offenders, basic skills deficient, disconnected youth, individuals with disabilities)		
Sector strategies		
Career pathways		
Connecting individuals to high-demand occupations		

Customer-centered design		
Quality customer service		
Workforce Central (WFC) Training		
Jobs Portal Training		
Other #3 [please specify]		

**37. In what other areas would you like to receive additional training?**

Thank you for participating in this self-assessment! Please let us know if you have any questions and do not hesitate to get in touch if you would like to discuss any of these prompts or the certification process.

Alfredo Fajardo, OEWD  
 Program Compliance Manager  
[alfredo.fajardo@sfgov.org](mailto:alfredo.fajardo@sfgov.org)  
 (415) 701-4895

Jessie Oettinger, Social Policy Research  
 Associates  
 San Francisco WIOA One Stop Operator  
[Jessie\\_oettinger@spra.com](mailto:Jessie_oettinger@spra.com)  
 (206) 963-3297