

	New Jersey Workforce Innovation Notice		WD-PY22-6
	Issued By:	Workforce Development Division of Career Services	
	Approved By:	Dr. Yolanda Allen, Assistant Commissioner Workforce Development	
	Issued Date:	March 24, 2023	

SUBJECT: American Job Centers

EFFECTIVE DATE: This NJWIN is effective **Immediately**.

POLICY RESCISSIONS: This policy rescinds and replaces NJWIN 22-16 and NJWIN 19-16, effective **immediately**.

FOR MORE INFORMATION: Questions about this policy may be directed to WIOAPOLICY@dol.nj.gov.

PURPOSE: This policy outlines the requirements of American Job Centers (referred to in this policy as AJC), also referred to as One Stop Career Centers (OSCCs). This policy includes definitions of the types of AJCs; the relationship between the Local Workforce Development Board (LWDB) and the AJC; services required to be provided at AJC locations; and guidelines for using the AJC term and logo.

I. About American Job Centers

Through the American Job Centers, LWDBs, state workforce programs, education and training providers, and other partners ensure businesses, and all job seekers have access to information and services that lead to positive educational and employment outcomes. The US Department of Labor's Training and Guidance Letter (TEGL) 16-16 outlines operational guidelines for the one stop delivery system, branded nationally as the American Job Center network.

American Job Center staff strive to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families;
- Provide access and opportunities to job seekers, including individuals with barriers to employment, such as individuals with disabilities, English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance.
- Participate in rigorous evaluations that support continuous improvement of American Job Centers by identifying which strategies work better for different populations; and
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.



II. Role of the Local Workforce Development Board in the AJC

The Local Workforce Development Board (LWDB) is the entity responsible for overseeing that the AJC meets all requirements and is operating effectively. LWDBs are responsible for ensuring the quality implementation of services at the AJC. They lead processes that facilitate the flow of information, particularly procurement and monitoring processes, that help to link the strategy and priorities set by the LWDB to the operations in the LWDA's One Stop Career Centers.

The LWDB is responsible for the following:

- Establishing and maintaining partnership agreements, including the Memorandum of Understanding and Infrastructure Funding Agreement for the One Stop Operating System
- Procuring Title I services provided through the AJC, including the One Stop Operator Career Services, and Youth Services
- Monitoring and certifying the AJC
- Ensuring that local policies are in place to guide AJC operations and services (Please see Appendix 1 for a full list of required local policies).

The strategy and governance activities of the LWDB and the operational activities of the AJC Career Center must be performed by separate staff with clear delineation of roles and responsibilities. A LWDB may use a One Stop Committee to assist in AJC monitoring and oversight. This Committee must be comprised of Board members who do not represent providers of One Stop services such as private sector and labor organization members.

The One Stop Committee should:

- Review reports related to all AJC Services – including performance reports and service delivery information
- Monitor the implementation of MOU and IFAs to ensure all partner contribute to operations and service delivery as expected
- Mediate disagreements among partners
- Support the procurement of One Stop Operators and Career Services providers

III. Partners and Services

Services at the AJC are provided by six core partners and additional required and optional partners. The six core partners are:

- WIOA Title I Adult Program
- WIOA Title I Dislocated Worker Program
- WIOA Title I Youth Program
- Adult Education and Family Literacy
- Wagner-Peyser Employment Service (ES)
- Vocational Rehabilitation Services

Partners administer separately funded programs as a set of integrated streamlined services to customers. The services provided by partners and the overall operations of the AJC are detailed in a Memorandum of Understanding (MOU) among the AJC partners. The MOU documents roles and



responsibilities of partners, service integration strategies, referral processes, and other elements of operating a cohesive, integrated system.

Additional guidance on required partners in New Jersey, as well as suggested additional partners, is outlined in [NJWIN-PY22-3](#), and the requirements of the MOU are included in [NJWIN-PY22-4.2](#).

IV. Types of American Job Centers

American Job Centers may be *comprehensive* or *affiliate*, depending on the services provided. LWDBs may also operate *specialized* AJCs. Together, those AJCs must provide the full range of required services in the “Overview of Services” in Appendix I.

Comprehensive Sites

A comprehensive One Stop Career Center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required One Stop partners. A comprehensive One Stop center must have at least one Title I staff person physically present. The Comprehensive AJC must provide the services described in more detail in the sections of the “Overview of Services” that include:

- Career services (basic, individualized, and follow-up)
- Access to training services
- Access to programs and activities carried out by one-stop partners listed in [20 CFR 678.400 through 678.410](#), including the Wagner-Peyser Act Employment Services program; and
- Workforce and labor market information.

Customers must have access to these programs, services, and activities during regular business days at a comprehensive One Stop Career Center. The LWDB may establish other service hours at other times to accommodate the schedules of individuals who work on regular business days. Employment Services must be co-located at Comprehensive AJCs. centers provide services to individual customers based on individual needs, including the seamless delivery of multiple services to individual customers. There is no required sequence of services.

Partner programs must provide access to services in one or more of the following ways:

- **Physical, onsite presence:** Having a program staff member physically present at the AJC;
- **Cross-trained onsite staff:** Having a staff member from a different partner program physically present at the AJC appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- **Direct, virtual or phone connections:** Making available a “direct linkage” through technology to program staff who can provide meaningful information or services. A “direct linkage” means providing direct connection at the One Stop Career Center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage” cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.



Partners establish and negotiate access to services and specific details regarding onsite and virtual presence through the development of Memorandum of Understanding and Infrastructure Funding Agreements.

All comprehensive Centers must be physically and programmatically accessible to individuals with disabilities.

Affiliate Sites

LWDBs may also choose to operate other access points to services in addition to comprehensive American Job Centers. Such access points are called *affiliate* or *specialized* American Job Centers and are created to supplement and enhance customer access to American Job Center Services.

These sites make one or more of the AJC partners' programs, services, and activities available to job seekers and employers. Affiliate sites do not need to provide access to every required partner program. The physical presence of program staff, including hours and frequency, are outlined in the local MOU. More specific requirements for services and partner presence at affiliate sites are discussed below.

Specialized Sites

Based on local workforce needs, the LWDB, in conjunction with the partners and One Stop Operator, may determine that a specialized center is more appropriate to serve a particular population and may choose to operate a specialized center(s). Specialized centers do not need to provide access to every required partner, but should be knowledgeable about, and prepared to make referrals to AJC partners in the comprehensive and affiliate American Job Centers. Partner services provided through specialized centers must also be determined through partner negotiations at the local level and incorporated into the Memorandum of Understanding.

Required Services at Affiliate and Specialized Sites

Wagner-Peyser Act Employment Services (ES) programs must be co-located in comprehensive and/or affiliate American Job Centers.

Wagner-Peyser Act employment services cannot stand alone in an affiliate or specialized center. Those centers must include other programs besides Wagner-Peyser Act employment services, local veterans' employment representatives, disabled veterans' outreach program specialists, and unemployment compensation.

An affiliate AJC must include at least one partner other than those four programs with a physical presence of combined staff more than 50 percent of the time the center is open.

V. Common Identifier

The American Job Center Network is a unifying name and brand that identifies online and in-person workforce development services as part of a single network. Each One Stop delivery system must include the "American Job Center" identifier or "a proud partner of the American Job Center network"



on all products, programs, activities, services, electronic resources, facilities, and related property and new materials used in the one-stop delivery system.

One Stop partners, states, and/or local areas may use additional identifiers on their products, programs, activities, services, facilities, and related property and materials.

USDOL provides a [toolkit](#) to guide the use of the AJC logo and branding. The toolkit can be used as an easy way for job seekers and employers to locate, recognize and access workforce development services, and are appropriate for physical AJCs or websites.

VI. References

General American Job Center Requirements and Operations

- [20 CFR Part 678](#)
- [Training and Employment Guidance Letter 16-16](#)

Relationship between AJC and LWDB

- [WD-PY21-6, Local Governance Policy](#)
- [20 CFR 678.800](#)

Types of American Job Centers

- [20 CFR Part 678.305-320](#)
- [Training and Employment Guidance Letter 16-16](#), Section 4 C, D, and E

Required Partners and Memorandum of Understanding

- [20 CFR 678.400-440](#)
- [Training and Employment Guidance Letter 16-16](#), Sections 5 and 6 and Attachment II
- [WD-PY22-3, One Stop Career Center Partners](#)
- [WD-PY22-4.2, New Jersey Memorandum of Understanding and Infrastructure Funding Agreement](#)

Common Identifier

- [20 CFR 678.900](#)
- [AJC Graphics Style Guide for Partners](#)
- [Training and Guidance Letter 16-16, Section 10](#)



Appendix I: Overview of Services (SHADED required at Comprehensive AJCs)

Basic Career Services (20 CFR 678.430(a))	Individualized Career Services (20 CFR 678.430(b))	Follow-up Services (20 CFR 678.430(c))
<ul style="list-style-type: none"> • Eligibility determinations • Outreach, intake, and orientation re: One Stop services available • Initial assessment of skill levels • Labor exchange services (job search and placement, and recruitment on behalf of employers) • Referrals to and coordination of activities with other programs • Provision of Labor Market Information • Provision of training provider performance and cost information • Provision of One Stop performance information • Provision of information in usable and understandable formats and languages about the One Stop's performance and about supportive services • Provision of meaningful assistance to individuals seeking Unemployment Insurance • Assistance in obtaining financial aid for non-WIOA training and ed programs 	<ul style="list-style-type: none"> • Comprehensive and specialized assessments of the skill levels and service needs • Development of individual employment plans • Group counseling • Individual counseling • Career planning • Short-term pre-vocational (work readiness) services • Internships and work experiences that are linked to careers • Workforce preparation activities • Financial literacy services • Out-of-area job search assistance and relocation assistance • English language acquisition and integrated education and training programs 	<p>Provided up to 12 months after the first day of employment.</p> <ul style="list-style-type: none"> • Counseling regarding the workplace • Additional career planning/counseling • Assisting individuals and employers in resolving work-related problems • Connecting individuals to peer support groups • Providing individuals with referrals to other community resources • Providing individualized information about additional educational or employment opportunities

Training Services (20 CFR 680.200)	Business Services (20 CFR 678.435)	Youth Services (20 CFR 681.460 ; 20 CFR 681.700)
<ul style="list-style-type: none"> • Occupational skills training through Individual Training Accounts (ITAs) • Adult education and literacy activities, including English Language Acquisition, in combination with occupational skills training • On-the-Job Training • Incumbent Worker Training • Programs that combine workplace training with related instruction • Skill upgrading and retraining • Entrepreneurial training • Registered Apprenticeship • Customized training • Other training services 	<ul style="list-style-type: none"> • Labor exchange activities and LMI for employers • Customized screening and referral of qualified participants • Customized services on employment-related issues • Customized recruitment events and job fairs • Human resource consultation services (e.g., writing/reviewing job descriptions, creating orientation sessions, analyzing employee turnover, supporting compliance with labor and employment laws) • Developing and implementing sector strategies • Development of registered apprenticeship programs and other work-based learning opportunities • Assistance in managing reductions • Assistance in accessing local, State, and federal tax credits 	<ul style="list-style-type: none"> • Tutoring, study skills, and dropout prevention • Alternative education • Paid and unpaid work experiences • Occupational skills training • Leadership development • Supportive services • Adult mentoring • Follow-up services • Comprehensive guidance and counseling • Education offered concurrently with workforce preparation • Financial literacy • Provision of labor market information • Preparation for postsecondary education • Entrepreneurial skills training

APPENDIX II: LOCAL POLICIES

The Workforce Innovation and Opportunity Act (WIOA) requires Local Workforce Development Boards to have the following policies in place to support local American Job Center operations and oversight.

- **Priority of Service** to identify local priority groups from among individuals with barriers to employment identified in WIOA. See: [Training and Employment Guidance Letter 10-09](#) and [Training and Employment Notice 15-10](#)
- **Supportive Services for Adults and Youth** to determine the need for supportive services and document the provision of supportive services. See: [Training and Employment Guidance Letter 3-15](#).
- **Complaint Procedures** to establish written policies for the handling of complaints and grievances, and to provide customers notification of those processes.
- **Personally Identifiable Information** to protect the use, storage of, access to, and destruction of personally identifiable information. See: [Training and Employment Guidance Letter 39-11](#).
- **Selective Service Policy** to ensure that participants have registered for the Selective Service as necessary. See [Training and Employment Guidance Letter 11-11 Change 2](#).
- **Requires Additional Assistance** determining or implementing youth that require additional assistance to enter or complete an educational program or to secure or hold employment.
- **Work Experience and Incentive Payments** governing the use of incentives and stipends for work experience for youth. See [Training and Employment Guidance Letter 21-16](#) and [Training and Employment Guidance Letter 8-15](#).
- **Follow-up services for youth** outlining the frequency and intensity of follow-up for youth participants and when a youth cannot be contacted. See [Training and Employment Guidance Letter 21-16](#).
- **Work-Based Learning** for the use of funds for On-the-Job Training, Customized Training, and Incumbent Worker Training, including eligibility of employers to receive funds. See [Training and Employment Guidance Letter 3-15](#).