

# New Jersey

## Workforce Innovation Notice 3-15

**TO:** Workforce Development Board Directors  
One-Stop Operators  
Employment Service Managers

**FROM:** John Bicica, Chief,  
Office of WIOA Technical Assistance and Capacity Building

**DATE:** September 14, 2015

### **Purpose**

To inform the New Jersey workforce system of Training and Employment Guidance Letter (TEGL) 4-15, which was recently issued by the United States Department of Labor Employment and Training Administration.

### **Background**

The purpose of TEGL 4-15 is to provide a vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act (WIOA). This guidance document provides key statements from the TEGL; the complete document can be accessed here: [http://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_04-15\\_Acc.pdf](http://wdr.doleta.gov/directives/attach/TEGL/TEGL_04-15_Acc.pdf)

### **TEGL 4-15-Vision for the One-Stop Career Centers under WIOA**

The publicly funded workforce system envisioned by WIOA is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of regional economies. It is designed to increase access to, and opportunities for, the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employer and provide a comprehensive, accessible and high-quality workforce development system. This is accomplished by providing all customers access to high-quality One-Stop Career Centers that connect them with the full range of services available in their communities, whether they are looking to find jobs, build basic educational or occupational skills, earn a postsecondary certificate or degree, or obtain guidance on how to make career choices, or are businesses and employers seeking skilled workers.

Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource programs collaborate to create a seamless customer-focused one-stop delivery system that integrates service delivery across all programs and enhances access to the programs' services.

**Core Programs and Required Partners** - The one-stop delivery system includes six core programs; required partners and optional partners that are identified in WIOA, which are listed below:

### **Six Core Programs**

Title I Youth  
Title I Adult  
Title I Dislocated Workers  
Title II Adult Education and Family Literacy  
Title III Wagner-Peyser Programs  
Title IV Vocational Rehabilitation Program

### **Required Partners**

Career and Technical Education (Perkins)  
Community Service Block Grants  
Housing and Urban Development Employment and Training Programs  
Job Corps  
Local Veterans Employment Representative and Disabled Veterans' Outreach Program  
National Farmworker Jobs Program  
Senior Community Service Program  
Temporary Assistance to Needy Families  
Trade Adjustment Program  
Unemployment Compensation Programs  
YouthBuild  
Indian and Native American Programs - Listed as a required partner, but there are no federally-recognized Native American groups in New Jersey.

**Optional Partners**-May include, with approval of the local board and the chief elected official:

- US Social Security Administration Employment and Training Programs (i.e. Ticket-to-Work)
- Supplemental Nutrition Assistance Program Employment and Training Programs
- Vocational Rehabilitation Client Assistance Program
- National and Community Service Act Programs
- Other employment, education or training programs, such as those operated by libraries or in the public sector.

## **Characteristics of a High-Quality One-Stop Career Center**

TEGL 4-15 lists the following as characteristics of a High Quality One-Stop Career Center:

### **Excellent Customer Service**

- Reflect welcoming environment to all customer groups served by one-stop career centers
- Develop, offer and deliver quality business services
- Improve the skills of job seeker and worker customers
- Create opportunities for individuals at all skill levels and experience
- Provide career services that motivate, support and empower customers

### **One-Stop Reflect Innovative and Effective Service Design**

- Use integrated and expert intake process for all customers entering one-stop career centers
- Design and implement practices that actively engage industry sectors
- Balance traditional labor exchange services with strategic talent development
- Ensure meaningful access to all customers
- Include both virtual and center-based service delivery
- Incorporate innovative and evidence-based delivery models

### **One-Stops Operate with Integrated Management Systems and High-Quality Staffing**

- Develop and maintain integrated case management systems
- Develop and implement operational policies that reflect an integrated system
- Use common performance indicators
- Train and equip one-stop career center staff in ongoing learning processes
- Staff one-stop career centers with highly trained career counselors

### **Action Required**

This document is to be distributed to all one-stop partners and other related agencies. Local areas should ensure that the vision provided by USDOL is incorporated into their local plans and policies, including the development of memoranda of understanding.

### **Authority**

New Jersey Department of Labor and Workforce Development	<b>X</b>
State Employment And Training Commission	

### **Questions**

For questions regarding this guidance, contact John Bicica, Chief, at [john.bicica@dol.nj.gov](mailto:john.bicica@dol.nj.gov)