



## REGIONAL WORKFORCE DEVELOPMENT BOARD EXECUTIVE COMMITTEE MEETING AGENDA

**Wednesday, January 12, 2021  
9:00 AM**

**Primary Location: 1546 First Street, Napa, CA 94559**

Other Locations:

1201 Vine Street, Suite 103 in Healdsburg, CA 95448

4 Forrester Lane, Yountville, CA 94599

855 Bordeaux Way, Ste 170, Napa, CA 94558

**Call-in number: +1 253 215 8782, Meeting ID: 827 0243 3143 Passcode: 373808**

<https://us06web.zoom.us/j/82702433143?pwd=VTVacmRXZFNRMGZKRTU4VjJDV3RIZz09>

### CALL TO ORDER

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| I. |  | <ul style="list-style-type: none"> <li>A. Introductions</li> <li>B. Public Comment</li> <li>C. Chair update</li> <li>D. Member update</li> <li>E. Director update</li> </ul> |
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### CONSENT CALENDAR

These matters typically include routine financial or administrative **action items** requiring a vote.  
Any item will be discussed separately at the request of any person. Items are approved with one single motion

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| II. |  | <ul style="list-style-type: none"> <li>A. Approve August 11, 2021 Meeting Minutes [Attachment II.A]</li> <li>B. Master Meeting Calendar [Attachment II.B]</li> </ul> |
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### REGULAR CALENDAR

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| III. |  | <ul style="list-style-type: none"> <li>A. Approval of Subcommittee Member Application – The committee will review and approve application for membership to one of the Advisory Subcommittees: Dorianne Tanaka – Mendocino Advisory Subcommittee [Attachment III.A] (<b>Action</b>)</li> <li>B. America’s Job Center of California (AJCC) Background and Comprehensive Certification Process – Staff will provide background information on the role and function of the AJCC One-Stop Career Centers, including the certification process. [Attachment III.B] (<b>Presentation</b>)</li> <li>C. WIOA Career Services Implementation Update – As a part of its responsibility to design, implement and oversee the One Stop Delivery System, the Executive Committee will hear a WIOA Career Services update from the Equus. (<b>Presentation</b>)</li> <li>D. Grant Writing Update and Approval – Staff will provide an update on grant writing activities and seek approval in concept to continue at Executive Director’s discretion. (<b>Action</b>)               <ul style="list-style-type: none"> <li>i. Accelerator 10.0 Partnership with Solano County</li> <li>ii. Good Jobs Challenge Partnership with Community College Foundation of California</li> </ul> </li> </ul> |
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### ADJOURN

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| IV. |  | <ul style="list-style-type: none"> <li>A. Adjourn</li> </ul> |
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**REGIONAL WORKFORCE DEVELOPMENT BOARD  
EXECUTIVE COMMITTEE MEETING  
MINUTES**



**WORKFORCEALLIANCE**  
**OF THE NORTH BAY**  
DRIVING WORKFORCE TALENT

**Wednesday, August 11, 2021  
9:00 AM**

1546 First Street, Napa CA 94559

Call-in number: +16699009128, Meeting ID: 986 5222 4677 Passcode: 433071  
<https://zoom.us/j/98652224677?pwd=YWpMVETkSkxCY1o5bDZPeng5WFA3UT09>

**CALL TO ORDER**

I.	9:00	<p>A. Introductions</p> <p>Executive Committee Chair Jeri Hansen called the meeting to order at 9:03 AM.</p> <p>Members Present: Executive Committee Chair Jeri Hansen; Policy &amp; Oversight Subcommittee Chair Emilia Bartolomeu; Lake Advisory Subcommittee Chair Rebecca Southwick; Marin Advisory Subcommittee Chair Suzie Byrne; Napa Advisory Subcommittee Chair Mark Bontrager (left during item II.A)</p> <p>Workforce Alliance Staff Present: Executive Director, Bruce Wilson; HR Officer Taylor Swain; Workforce Development Specialist, Doug Orlando; Workforce Development Specialist, Sylwia Palczewska; One-Stop Manager, Brian Hooker; Project Director, Christy Gard.</p> <p>B. Public Comment</p> <p>None.</p> <p>C. Chair update</p> <p>D. Member update</p> <p>E. Director update</p> <p>F. Status of One-Stop Partner Meetings</p> <p>G. Status of CareerPoint North Bay Operations</p>
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**CONSENT CALENDAR**

These matters typically include routine financial or administrative **action items** requiring a vote.  
Any item will be discussed separately at the request of any person. Items are approved with one single motion

II.		<p>A. Approve July 14, 2021 Meeting Minutes [Attachment II.A]</p> <p>Motion made to approve July 14, 2021 Meeting Minutes</p> <p>M/S Emilia Bartolomeu / Suzie Byrne</p> <p>Motion carried: 4-0</p> <p>Yea: 4</p> <p>Nay: 0</p> <p>Abstentions: 0</p> <p>Absent: Mark Bontrager</p>
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## REGULAR CALENDAR

III.

- A. Ratification and approval Economic Modeling, LLC dba EMSI Amendment for a new amount of \$10,000. The tool provides current labor market information, business profile data, job posting analytics and wage compensation data which WANB staff use to assist businesses and community partners in the region making data driven decisions. (Action)

Motion made as requested

M/S Rebecca Southwick / Suzie Byrne

Motion carried: 4-0

Yea: 4

Nay: 0

Abstentions: 0

Absent: Mark Bontrager

- B. WANB Board Membership Roster & Officers

Committee reviewed membership roster & terms and discussed vacancies.

- C. Board Governance and Structure – Staff presented a document that outlines the current structure and the addition of possible “workforce issue” related regional subcommittees. (Action)

The committee members discussed role and goals for a proposed new ad-hoc subcommittee. Its focus would be:

- Diversity, equity, and inclusion
- Access
- Job quality
- Economic Recovery

No action was made.

## ADJOURN

VI.

- A. Adjourn

The meeting was adjourned at 10:30 AM.

WORKFORCE ALLIANCE OF THE NORTH BAY MASTER MEETING CALENDAR 2022												rev.11.23.21
JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPT	OCT	NOV	DEC	
REGIONAL WORKFORCE DEVELOPMENT BOARD 2nd Thursday @ 10:00 AM-12:00 PM												
					6/9/22 10:00							12/8/22 10:00
GOVERNING BOARD 3rd Friday @ 9-10:30 AM												
		3/18/22 9-10:30			6/17/22 9-10:30			9/16/22 9-10:30				12/16/22 9-10:30
EXECUTIVE COMMITTEE 2nd Wednesday @ 9-10:30 AM												
1/12/22 9-10:30	2/9/22 9-10:30		4/13/22 9-10:30	5/11/22 9-10:30		7/13/22 9-10:30	8/10/22 9-10:30		10/12/22 9-10:30	11/9/22 9-10:30		
POLICY AND OVERSIGHT SUBCOMMITTEE 1st Tuesday @ 3-4:30 PM												
		3/1/22 3-4:30			6/7/22 3-4:30			9/6/22 3-4:30				12/6/22 3-4:30
LAKE ADVISORY SUBCOMMITTEE 4th Thursday @ 9-10:30 AM												
	2/24/22 9-10:30			5/26/22 9-10:30			8/25/22 9-10:30			11/17/22* 9-10:30		
MARIN ADVISORY SUBCOMMITTEE Every 6 Weeks on Wednesday @ 8:00 AM *except 10/13/22 & 11/18/22												
	2/2/22 8-9:30	3/16/22 8-9:30	4/27/22 8-9:30		6/8/22 8-9:30	7/20/22 8-9:30	8/31/22 8-9:30	10/13/22* 8-9:30		11/30/22* 8-9:30		
MENDOCINO ADVISORY SUBCOMMITTEE 4th Thursday @ 3-4:30 PM												
	2/24/22 3-4:30			5/26/22 3-4:30			8/25/22 3-4:30			11/17/21 3-4:30		
NAPA ADVISORY SUBCOMMITTEE 4th Wednesday @ 3-4:30 PM												
	2/23/22 3-4:30			5/25/22 3-4:30			8/24/22 3-4:30			11/16/22 3-4:30		

## REQUIRED ATTENDANCE

## Regional Workforce Development Board (RWDB)

All appointed RWDB members

## Governing Board

Governing Board Members representing Lake, Marin, Mendocino, and Napa Counties

## Executive Committee

RWDB Officers &amp; Chairs

## Policy and Oversight Subcommittee

RWDB Members representing Lake, Marin, Mendocino, and Napa Counties

## Lake Advisory Subcommittee

RWDB Members representing Lake &amp; Appointed Lake Advisory Subcommittee Members

## Marin Advisory Subcommittee

RWDB Members representing Marin &amp; Appointed Marin Advisory Subcommittee Members

## Mendocino Advisory Subcommittee

RWDB Members representing Mendocino &amp; Appointed Mendocino Advisory Subcommittee Members

## Napa Advisory Subcommittee

RWDB Members representing Napa &amp; Appointed Napa Advisory Subcommittee Members



4 \*Due to Thanksgiving, Advisory Subcommittee meetings regularly scheduled on the week of November 21, 2022 have been rescheduled.



# WORKFORCE ALLIANCE OF THE NORTH BAY

DRIVING WORKFORCE TALENT

## Application for Regional and/or Local Advisory Subcommittee Membership

In accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA), the Workforce Alliance of the North Bay (WANB) Governing Board has established a Regional Workforce Development Board (WDB) for Napa, Marin, Lake and Mendocino counties which sets policy for and provides oversight of workforce development programs in the four counties. Workforce Development Board members are appointed by the Governing Board to represent specified sectors of the community as listed in Section IV below. The county advisory subcommittees were created to make recommendations to the full WDB that specifically pertain to their respective county's employers and their workforce. There is a sub committee for each of the WANB counties.

Individuals interested in serving on the WDB or workforce committee must complete and submit this application for appointment. This application and the related Nomination Form(s), if any, may be subject to public disclosure.

**Please check the appropriate box:**

- ☐ Regional Workforce Development Board (WDB) Membership
- ☒ Advisory Subcommittee for Mendocino county Membership
- ☐ Renew Membership (if your information hasn't changed please fill out only Section I. and sign the form)
- ☐ Update Information

### Section I. Personal Information

First Name: <u>Dorianne</u>	Last Name: <u>Tanaka</u>	M.I.: <u>D.</u>
Home Address: <u>[REDACTED]</u>	City: <u>[REDACTED]</u>	Zip: <u>[REDACTED]</u>
Mailing Address: <u>[REDACTED]</u>	City: <u>[REDACTED]</u>	Zip: <u>[REDACTED]</u>
Cell Phone: <u>[REDACTED]</u>	Alternate Phone: <u>[REDACTED]</u>	
Email Address: <u>[REDACTED]</u>		

### Section II. County / Location

Provide the county in which your residence, business or organization is located: Mendocino

### Section III. Occupational Information

Industry Sector: <u>Disability Services/Employment</u>
Occupation / Title: <u>Executive Director</u>
Employer: <u>Ukiah Valley Association for Habilitation</u>



Employer Address: 990 S. Dora St.		
City: Ukiah	State: CA	Zip: 95482
Employer Phone: 707-468-8824		
<b>Section IV. Eligibility Certification</b>		
<p><i>Indicate below each membership category for which you are applying. You may mark more than one category but must certify your qualifications for each category for which you are applying. A completed Nomination Form must accompany applications for Business Member, Labor Organization, Adult Education and Literacy and/or Higher Education from an appropriate nominating organization.</i></p>		
<input type="checkbox"/> Business Member (Do you represent a "small business" as defined by the U.S. Small Business Administration? <input type="checkbox"/> Y <input type="checkbox"/> N) <i>Name of Business:</i>		
<input type="checkbox"/> Labor Organization <i>Name of Organization:</i>		
<input type="checkbox"/> Joint Labor-Management Apprenticeship Program <i>Name of Organization:</i>		
<input checked="" type="checkbox"/> Community-based Organization <i>Name of Organization:</i>		
<input type="checkbox"/> Adult Education and Literacy <i>Name of Provider:</i>		
<input type="checkbox"/> Higher Education <i>Name of Institution:</i>		
<input type="checkbox"/> Economic and Community Development <i>Name of Entity:</i>		
<input type="checkbox"/> State Employment Office		
<input type="checkbox"/> Vocational Rehab <i>Name of Program:</i>		
<b>Section V.</b>		
Describe how your participation on the WDB would advance Workforce Development programs.		
<p>The membership renewal of my predecessor at UVAH, Pam Jensen, was approved, but she has since retired.</p> <p>I would like to take her place, as UVAH continues to work to build partnerships with businesses in the community, providing workforce training, meeting the needs of local business, and expanding opportunities for the workforce.</p>		

Please be advised that members of the Workforce Development Board:

- May be required to take an Oath of Office.
- Must comply with the County's Ethics Ordinance.
- Must participate in State-mandated ethics training.
- Must disclose financial interests as required by the County Code (Form 700).
- Must report any conflicts of interest as required by the County Code.

I hereby certify that all statements in this Application are true and complete to the best of my knowledge and execute this Application under penalty of perjury. I further certify that if I am appointed, I will serve fairly, impartially, and to the best of my ability.



12-29-21

Signature

Date

Send completed applications to:

Workforce Alliance of the North Bay  
P.O. BOX 247  
Napa, CA 94559

or email to:  
boardadmin@workforcealliancenorthbay.org

Name of Local Board [Click here to enter text.](#)

Name of AJCC [Click here to enter text.](#)



**AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.**

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> <li>a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.</li> <li>b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or Limited English Proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.</li> <li>c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.</li> </ul>	<ul style="list-style-type: none"> <li>a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.</li> </ul>

### ***AJCC Certification Indicators***

- All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.
- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

**AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.**

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

[Click here to enter text.](#)

**AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.**

<b>US DOL Characteristics of a High Quality AJCC</b>	<b>California State Plan Vision and Strategies</b>
a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, colocated partnership that seamlessly incorporates the services of all the AJCC partners.	a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client’s particular and potentially unique needs so as to facilitate skills-attainment.

***Quality Indicators***

- A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services.
- Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers.
- The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC’s contribution to the system and make recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services.
- One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations.
- The AJCC’s partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.
- The AJCC connects to the community through multiple community partnerships and community access points.

**AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.**

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

[Click here to enter text.](#)

**AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.**

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"><li>a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.</li><li>b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.</li><li>c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required.</li></ul>	<ul style="list-style-type: none"><li>a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.</li><li>b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.</li></ul>



### ***AJCC Certification Indicators***

- AJCC staff identifies with the AJCC system (and not just their specific program), believes that all AJCC customers are shared customers, and contributes to providing a positive AJCC experience for every AJCC customer.
- AJCC staff have received customer service and customer-centered design training
- AJCC staff is cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
- The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.
- The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible
- The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
- The AJCC has establish protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

**AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.**

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

[Click here to enter text.](#)

**AJCC Certification Indicator #4: 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 pathway.**

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> <li>a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today’s global economy.</li> <li>b. Value skill development by assessing and improving each individual’s basic, occupational, and employability skills.</li> <li>c. Balance traditional labor exchange services with strategic talent development within a regional economy.</li> <li>d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services.</li> </ul>	<ul style="list-style-type: none"> <li>a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials.</li> <li>b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation.</li> <li>c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses.</li> <li>d. AJCCs as an access point for programs that provide for “demand-driven skills attainment.” From this perspective, AJCCs will be operated as an “on ramp” or “gateway” to the “Regional Sector Pathways” programs either built-out or identified through the regional planning process described above.</li> <li>e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.</li> </ul>

### ***AJCC Certification Indicators***

- All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- All AJCC staff knows the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- The AJCC has robust training services and staff assists customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

**AJCC Certification Indicator #4: 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.**

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Click here to enter text.

**AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.**

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> <li>a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.</li> <li>b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.</li> </ul> <p>To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.</p> <p>This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.</p> <p>Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.</p>	<ul style="list-style-type: none"> <li>a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.</li> <li>b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors' skills needs.</li> <li>c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state's industry sector needs so as to provide California's high road employers and businesses with the skilled workforce it needs to compete in the global economy.</li> </ul>



### ***AJCC Certification Indicators***

- All AJCC staff has high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers
- The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

**AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs**

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Click here to enter text.

**AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.**

<b>US DOL Characteristics of a High Quality AJCC</b>	<b>California State Plan Vision and Strategies</b>
<p>a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. AJCC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJCC staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.</p> <p>b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.</p>	<p>a. Certification criteria will include an assessment of professional development and staff capacity building.</p>

***AJCC Certification Indicators***

- The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff on a regular basis.
- There is a capacity building and/or professional development plan for staff and partners.
- All AJCC staff has received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- All AJCC staff has received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.

- All AJCC staff has received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- All AJCC staff has received training on serving individuals with barriers to employment, including customers with disabilities.
- All AJCC staff has received training on providing excellent customer service and customer-centered design.
- All AJCC staff has received training on sector strategies, career pathways, job quality and high road training partnerships.

**AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.**

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Click here to enter text.

**AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.**

<b>US DOL Characteristics of a High Quality AJCC</b>	<b>California State Plan Vision and Strategies</b>
<ul style="list-style-type: none"><li>a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.</li><li>b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.</li></ul>	<ul style="list-style-type: none"><li>a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.</li></ul>

***AJCC Certification Indicators***

- The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.



**AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.**

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

[Click here to enter text.](#)

By signing below, the Local Board Chair attests to the **AJCC's Certification Indicator Assessment** and agrees to develop a continuous improvement plan with target dates with the AJCC.

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Signature

[Click here to enter text.](#)

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Name

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Title