SELF-ASSESSMENT INSTRUMENT - AJCC Name:_____

Local AJCC Certification Indicator – Physical Location

	Quality Indicator	Response		Supporting Information, Documentation	For Evaluator Use		
		YES	NO				
a.	The location of the AJCC is convenient for customers (including those with barriers to employment).			**ATTACH** the map of your service area and relevant demographic data from StatisticalAtlas.com			
	It has adequate parking.			How many parking spaces are available to customers?_____			
	Is accessible by public transportation (where available).			What MTA bus lines run within ½ mile of the AJCC?_____			
b.	External signage clearly identifies the location as an AJCC.			**ATTACH** an 8.5x11 color photo of the front of the AJCC with signage clearly displayed			
c.	The AJCC is clean with a professional appearance.			See "f" below.			
d.	The AJCC is designed so that it is easy for customers to access services, resources, and staff assistance.			**ATTACH** a floor plan for the AJCC that identifies, with arrows, the physical flow of customers through the AJCC.			
e.	The AJCC's resource area is neat, has adequate workstations to meet customer demand, and the equipment is in working order.			How many fully functioning workstations are there?_____			
f.	The AJCC has adequate space available for customer reception, workshops, on-site employer recruitment events, itinerate partners, and job center staff.			**ATTACH** 8.5x11 photos of each individual room in the AJCC that identifies the purpose and square footage of each.			
g.	The AJCC has internal signage to help customers easily navigate the AJCC.			See "f" above.			
h.	Emergency evacuation procedures are in place and those procedures address the needs of individuals with disabilities.			**ATTACH** a copy of your evacuation procedures.			
i.	Adequate safety and security precautions are in place to protect both customers and staff.			**ATTACH** a copy of your safety and security policies and procedures.			

SELF-ASSESSMENT INSTRUMENT - AJCC Name:_____

AJCC Certification Indicator #1- Universal Access

	Quality Indicator	Response		Supporting Information, Documentation	For Evaluator Use		
		YES	NO				
a.	All AJCC staff honor and accommodate diversity and are comfortable and adept in providing services to diverse customers, including individuals with disabilities, cultural differences, and all individuals with barriers to employment.			**ATTACH** copies of job descriptions or other documents that articulate the expectations of staff related to serving a diverse population.			
b.	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.			**ATTACH** a copy of your EO policies and procedures and evidence of your staff having been trained.			
c.	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.			**ATTACH** a copy of the AJCC's Limited English Proficiency Plan.			
d.	The AJCC uses the principles of universal and human-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, or educational level.						
e.	The AJCC implements the veteran's preference and priority of service requirements.			**ATTACH** copies of any outreach and intake efforts that document your prioritization of veterans for services.			
f.	The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.			**ATTACH** a copy of the AJCC's public hours.			
g.	The AJCC delivers both AJCC-based and virtual services.			What is the web address through which you provide virtual services? _____			
h.	The AJCC ensures that individuals with disabilities can access virtual services in a manner that is comparable to those without a disability.			Are virtual services available to individuals with disabilities via the website identified in "g" above?_____			

AJCC Certification Indicator #2 – Effective Partnerships

	Quality Indicator	Response		Supporting Information, Documentation	For Evaluator Use		
		YES	NO				
a.	A system is in place to assess the satisfaction of both collocated and non-co-located partners with the AJCC and its services.			**ATTACH** copies of the tool used and results of your most recently completed partner survey.			
b.	Both co-located and non-co-located partners believe that the AJCC adds value to their program and their customers.			See “a” above.			
c.	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.			**ATTACH** a copy of the agenda and notes from your most recent AJCC partner meeting.			
d.	The AJCC actively outreaches and provides access to non-co-located partner customers to participate in AJCC-based services, such as workshops and recruitment events.			**ATTACH** records of workshops or other events conducted to outreach to non-located customers.			
e.	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.			**ATTACH** copies of a brochure or other literature that identifies all AJCC partner services and an agenda from your most recent staff orientation.			
f.	One-stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-co-located partner locations.			See “e” above.			
g.	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.			**ATTACH** a copy of your partner referral process and a list of those customers that have been crossed referred together with the services provided.			
h.	Referrals are recorded and a system is in placed for partners to follow-through and report progress on referrals made.			**ATTACH** case notes or other records to document progress of a sample of customers cross-referred.			
i.	The AJCC connects to the community through multiple community partnerships and community access points.			**ATTACH** a list of your community partners and access points.			

SELF-ASSESSMENT INSTRUMENT - AJCC Name:_____

AJCC Certification Indicator #3 – Integrated, Customer-Centered Services

	Quality Indicator	Response		Supporting Information, Documentation	For Evaluator Use		
		YES	NO				
a.	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.			**ATTACH** a copy of your procedures that establish protocols for the alignment/integration of services between partner programs.			
b.	AJCC staff has received customer service and customer-centered design training.			**ATTACH** a copy of procedures and an agenda from your more recent staff training on customer service.			
c.	AJCC staff is cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.			**ATTACH** a copy of the agenda from your more recent staff training on partner eligibility and services.			
d.	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.			**ATTACH** job descriptions for all functional leaders and supervisors together with a functional organizational chart.			
e.	The AJCC has a system in place to promptly greet all customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible.			See “b” above.			
f.	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.			**ATTACH** a copy of your integrated customer flow chart.			
g.	All AJCC collocated 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.			See “a” above.			
h.	The AJCC has established 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.			**ATTACH** a copy of your procedures that establish protocols for the co-enrollment and case management of customers between partner agencies.			

SELF-ASSESSMENT INSTRUMENT - AJCC Name:_____

AJCC Certification Indicator #4 – Regional Sectors and Pathways

	Quality Indicator	Response		Supporting Information, Documentation	For Evaluator Use		
		YES	NO				
a.	All AJCC staff (i.e., the staff of all co-located partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.						
b.	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.			**ATTACH** a copy of any document distributed to all AJCC staff that identifies regional target sectors and pathways.			
c.	The AJCC has skill development and training opportunities for customers at all skill and experience levels.			**ATTACH** a list of all skill and training opportunities that are available for customers.			
d.	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.						
e.	AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.						
f.	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.						
g.	The AJCC ensures that supportive services are available to customers, as appropriate to facilitate participation in training services.			**ATTACH** a copy of a document distributed at intake or orientation that documents that customers have been advised of available supportive services.			
h.	The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.						

SELF-ASSESSMENT INSTRUMENT - AJCC Name:_____

AJCC Certification Indicator #5 – Business Services

	Quality Indicator	Response		Supporting Information, Documentation	For Evaluator Use		
		YES	NO				
a.	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.						
b.	The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers.						
c.	The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.						
d.	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.			**ATTACH** a copy of the strategy that ensures employer input on the AJCC's services.			
e.	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.						
f.	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.			**ATTACH** a list of AJCC based services offered for employers.			
g.	The AJCC consistently seeks feedback and satisfaction from businesses on the delivery of business services and applies the learning for continuous improvement.			**ATTACH** a copy of the tool that you use to solicit business feedback and satisfaction with the AJCC together with results.			

SELF-ASSESSMENT INSTRUMENT - AJCC Name:_____

AJCC Certification Indicator #6 – Cross-Trained Staffing

	Quality Indicator	Response		Supporting Information, Documentation	For Evaluator Use		
		YES	NO				
a.	The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all co-located partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.			**ATTACH** a copy of the agenda from your most recent all AJCC collocated partner staff meeting.			
b.	Partners have agreed to provide training to all AJCC staff on a regular basis.			**ATTACH** a copy of the pertinent language from your executed MOU where your partner agencies have agreed to provide training for the AJCC staff on a regular basis. A schedule of meetings may suffice in lieu of the agenda.			
c.	There is a capacity building and/or professional development plan for staff and partners.			**ATTACH** a copy of the capacity building and/or professional development training opportunities that are available for staff and partners.			
d.	All AJCC staff has received training on the services of the One-Stop partners, eligibility for those services, and the process for referring customers to partners.			**ATTACH** a copy of the agenda for a meeting in which training on One-Stop partner services was provided for AJCC staff.			
e.	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.			**ATTACH** a copy of the agenda for a meeting in which training on LMI information and usage was provided for AJCC staff.			
f.	All AJCC staff has received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.			**ATTACH** a copy of the agenda for a meeting in which training on CalJOBs registration and usage was provided for AJCC staff.			
g.	All AJCC staff has received training on serving individuals with barriers to employment, including customers with disabilities.			**ATTACH** a copy of the agenda for a meeting in which training on serving those with barriers to employment and disabilities was provided for AJCC staff.			

h.	All AJCC staff has received training on providing excellent customer services and customer-centered design.			**ATTACH** a copy of the agenda for a meeting in which customer service training was provided for AJCC staff.			
i.	All AJCC staff has received training on sector strategies, career pathways, job quality and high road training partnerships.			**ATTACH** a copy of the agenda for a meeting in which training on sector strategies was provided for AJCC staff.			

AJCC Certification Indicator #7 – Business Results

	Quality Indicator	Response		Supporting Information, Documentation	For Evaluator Use		
		YES	NO				
a.	The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.						
b.	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.						
c.	The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.						
d.	The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.			**ATTACH** a copy of your customer satisfaction tool and results for both individuals and employers.			
e.	The AJCC has a system in place to capture and respond to customer feedback, complaints, and compliments.						
f.	The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.						
g.	The AJCC regularly identifies technical assistance to improve business results and taps available resources to obtain needed assistance.						