

GRWDB American Job Centers (AJC) / One-Stop Certification Policy, including annual accessibility assessments

Purpose: The Greater Raritan Workforce Development Board (GRWDB) approved a American Job Centers (AJC) / One-Stop Certification Policy at its June 23, 2022, meeting. The policy is required under the Workforce Innovation and Opportunity Act (WIOA), Section 121. At the GRWDB's Oct. 6, 2022, meeting, a policy addendum on ADA compliance and accessibility assessments for individuals with disabilities, per NJWIN 17-16 (A), was approved. An additional policy update to add the list of required Local Area partners and add definitions of a local comprehensive One-Stop and a local affiliate One-Stop was approved by the full board on April 9, 2026.

Background: WIOA requires that local American Job Centers (AJC) / One-Stop Career Centers shall be certified. The law links such certification to the ability to receive potential infrastructure funding for the One-Stop. The certification is to be based on established criteria and the extent to which the One-Stop provides programs and services in the local area that have enabled that area to satisfy or exceed performance and quality service criterion. The Malcolm Baldrige National Quality Award principles establish an approach to performance excellence with a focus on continuous improvement.

WIOA requires that the State establish a level of expectation for One-Stop certification that local boards must utilize (or may exceed) as a basis to certify a One-Stop under its auspices. The Baldrige approach to gauging efforts regarding leadership, strategic planning, customer and market focus, information and analysis, human resource focus, process management and business results has been adopted in many states as a format in establishing such a certification process. The New Jersey State Combined Plan requires that local workforce areas competitively procure a One- Stop Operator every two years. While the WIOA law speaks to a 4-year requirement, New Jersey would need to be consistent with its existing plan. The certification process is overseen by New Jersey State Employment and Training Commission (SETC), as per SETC Policy 2016-14.

The AJC Certification Policy establishes a standardized framework for evaluating and certifying AJCs. This framework ensures that AJCs meet specific operational, service, and partnership standards, thereby enhancing their capacity to serve job seekers, workers, and employers effectively. The policy aims to promote continuous improvement and encourage adherence to best practices in workforce development. As part of this policy, a Local Area is to list its required partners and have definitions for a local comprehensive One-Stop and the definition of a local affiliate One-Stop.

NJWIN17-16(A) also details the assessment of programmatic and physical accessibility of One-Stop Centers for individuals with disabilities and includes physical and programmatic accessibility checklists for the workforce board to conduct assessments of the one-stops in the local area.

Policy: The GRWDB will provide AJC / One-Stop certification documents and related items to the SETC as directed by the SETC and in a timely fashion to meet all deadlines. The GRWDB also will review certification documents and related items and authorize submission.

In June 2017, the Greater Raritan One-Stop Career Center instituted a [Policy and Procedures for Serving Individuals With Barriers to Employment](#). The GRWDB has incorporated this Policy into its AJC / One-Stop Certification process, and the GRWDB and its partners will follow the procedures detailed in the ADA Policy. The programmatic assessment is an opportunity for the GRWDB to identify gaps in accessibility within the one-stops, and take corrective action to address these gaps. The ADA Checklist for Existing Facilities provides possible solutions for any deficiencies related to physical accessibility. The GRWDB will use this assessment as an opportunity to initiate a cycle of continuous improvement in providing access in the local one-stop system.

As outlined in *34 CFR 361.305(a)*, the GRWDB defines a comprehensive one-stop center to be 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 one-stop center must provide:

- Career services, described in § 361.430
- Access to training services described in 20 CFR 680.200
- Access to any employment and training activities carried out under sec. 134(d) of WIOA
- Access to programs and activities carried out by one-stop partners
- Workforce and labor market information.

Customers must have access to these programs, services, and activities during regular business days at a comprehensive one-stop center. “Access” to each partner program and its services means:

- Having a program staff member physically present at the one-stop center
- Having a staff member from a different partner program physically present at the one-stop center...or
- Making available a direct linkage through technology to program staff who can provide meaningful information or services.

The GRWDB defines an affiliated site, or affiliate one-stop center, as a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined through the MOU process at the time the partner joins the GRWDB network. Affiliated sites are access points in addition to the comprehensive one-stop center(s) in each local area. If used by local areas as a part of the service delivery strategy, affiliate sites must be implemented in a manner that supplements and enhances customer access to services.

The GRWDB required partner programs, as provided in 20 CFR 361.400, are:

- Programs authorized under title I of WIOA, including: Adults, Dislocated workers, Youth, Job Corps, YouthBuild, Migrant and Seasonal Farmworker programs, Native American programs (Note: Native American programs through federally recognized tribes are not currently present in New Jersey. However, engagement with state-recognized Native groups is recommended.)
- Employment services authorized under the Wagner-Peyser Act
- Adult education and literacy activities authorized under title II of WIOA;
- The Vocational Rehabilitation program authorized under title I of the Rehabilitation Act;
- The Senior Community Service Employment (Pathstone)
- Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act;
- Trade Adjustment Assistance activities
- Jobs for Veterans State Grants programs
- Employment and training activities carried out under the Community Services Block Grant (note: there are none in the Greater Raritan Local Area)
- Employment and training activities under the Department of Housing and Urban Development (note: there are none in the Greater Raritan Local Area)
- The community college and technical education schools in the Greater Raritan Local Area.

These partners are required to take part in monthly Local Team meetings led and organized by the competitively procured One-Stop Operator and assist with co-enrollment activities and common promotional activities as appropriate.

In addition, recipients of New Jersey Department of Labor specialized grants for residents in the two counties are required to take part in the monthly Local Team meetings and work with other partner programs to ensure they are aware of all services available in the Local Area and are sharing that information with their customers.

All partners are required to provide information for the Greater Raritan One-Stop Co-Enrollment Matrix which is highlighted on the [One-Stop Partners tab of the GRWDB website](#) and is made available to all partners and customers as a resource to document partners and their programs/services in the Local Area.