

RESOLUTION 24-06
RESOLUTION Regarding One-Stop Certification
for the Valdez Job Center

WHEREAS, the Alaska Workforce Investment Board (AWIB) is an industry-driven public organization comprised of representatives from business and industry, education, organized labor, and government and

WHEREAS, the Alaska Workforce Investment Board (AWIB) is a public organization that is accountable through its members and staff to the residents, the Legislature and the Governor of Alaska;

WHEREAS, the AWIB shall act as the lead state planning and coordinating entity for state human resource programs involving employment training, vocational education, and workforce development;

WHEREAS, the Workforce Innovation Opportunity Act (WIOA) requires a comprehensive review of the One-Stops Centers once every three years and

WHEREAS, the Valdez Job Center is considered an Affiliate One-Stop Center and

WHEREAS, the AWIB conducts certification reviews of One-Stop Centers and

WHEREAS, the AWIB Assistant Director and AWIB Assessment and Evaluation Committee board member have reviewed the Valdez Job Center and certify they meet all of the mandated WIOA laws;

NOW THEREFORE BE IT RESOLVED: the AWIB, on the advice and recommendation of the review team, hereby certify the Valdez Job Center for three years and certify they meet all of the mandated WIOA laws;

CERTIFICATION

The AWIB held a meeting duly and regularly called, noticed, and convened this 20th day of June 2024 and the foregoing Resolution was adopted at said meeting.

Signed this 20th day of June, 2024

Patrick Rose, Chair
Alaska Workforce Investment Board

Alaska Workforce Investment Board One Stop Site Certification Application

One Stop Operator: Valdez Job Center **Date:** 6/13/2024

Contact Name/Title: Sara Bieber / Regional Manger Gulf Coast

Site Address: 213 Meals Avenue

Valdez, Alaska 99686

Site Phone: 907-835-4910

Site Email: valdez.jobcenter@alaska.gov

Site Website: www.alaskajobs.alaska.gov

Days/Hours of Site Operation: M-F / 8a-4:30p

Current Certification: Affiliate

Certification Sought: Affiliate

Certification: I hereby certify that the information provided in this document is true and correct to the best

Sara Bieber 6/13/2024
Signature Date

Sara Bieber, Gulf Coast Regional Manager
Name/Title

Submit Application to: Alaska Workforce Investment Board
3301 Eagle St., Ste 305
Anchorage, AK 99503

INTRODUCTION

One-stop sites are the portals to our state's workforce system and its broad array of career services and resources designed to help individuals acquire the skills necessary to gain meaningful employment, and help our businesses to access the talent pipeline that meets their human capital needs and fuels economic growth. Workforce system partners are required to collaborate to support a seamless customer-focused service delivery network. Every region across our state is unique in terms of its economy and geography, but each is actively working to create a system that provides effective services for our job seeker and business customers.

Under the Workforce Innovation and Opportunity Act (WIOA), state and local partners share common performance goals and are mandated to collaborate in developing and implementing a one-stop delivery system where services are designed with the customer in the center, resources are leveraged for maximum efficiency, and continuous improvement is the hallmark.

SYSTEM REQUIREMENTS - CHECKLIST

The checklists below are to be used by sites and evaluators to help determine the extent to which system requirements are met, and services and programs are present. Each application will vary in its responses based upon the level of verification being requested by the site and the agreements of the local partnership to best meet the needs of the locally determined service delivery model.

	YES	NO - provide compliance plan below
ADA Accessibility	X	
Use of AlaskaJobs for customer/service delivery tracking	X	
Memorandum of Understanding for partners	X	
Alaska Job Center Network Brand used appropriately	X	
Wagner-Peyser services are co-located	X	

System Requirements compliance plan (for any requirement marked "no" above):

--

REQUIRED PROGRAM/PARTNER CHECKLIST

a. In the column named "on-site" indicate programs/partners that are currently located onsite in your facility by entering the average number of hours per week they are on-site

b. In the column named "off-site electronic connection", enter a check mark for the programs/partners that are off-site but their basic career services are made available to customers through an electronic connection.

Note: Not all customers will be able to use the electronic connection(s) without help from Alaska Job Center Network staff.

c. For programs/partners that are off-site but an agreement is in place to provide their basic career services in another manner, check the last column and use the text box below to explain how this is accomplished.

REQUIRED PROGRAMS/PARTNERS	OFF-SITE BASIC CAREER SERVICES		
	ON-SITE/DIRECT LINKAGE	OFF-SITE ELECTRONIC CONNECTION	MADE AVAILABLE IN ANOTHER MANNER
WIOA Title 1 Adult Services			X
WIOA Title 1 Dislocated Worker Services			X
WIOA Title 1 Youth Services			X
Job Corps			X
Youth Build			N/A
Native American Programs			X
Migrant Season Farmworkers	X		
WIOA Title 2 Adult Education and Literacy Services		Prince William Sound Community College	
WIOA Title 3 Wagner-Peyser Services	X		
WIOA Title 4 Rehabilitation Act Services			X
Older Americans Act Title V - Senior Community Services Employment Program			X
Temporary Assistance for Needy Families		Fee Agent at Hospital	
Career & Technical Education Programs (post secondary) Carl D. Perkins Act			X
Trade Adjustment Assistance			X
Jobs for Veterans State Grant			X
Community Services Block Grant			N/A
Housing & Urban Development Employment Training		Alaska Housing Finance	X
Second Chance			X
Unemployment Compensation			X

ADDITIONAL PROGRAMS/PARTNERS	ON-SITE/DIRECT LINKAGE	OFF-SITE ELECTRONIC CONNECTION	OFF-SITE BASIC CAREER SERVICES MADE AVAILABLE IN ANOTHER MANNER*
Ticket to Work and Self Sufficiency			X
Small Business Administration			X
SNAP Employment (Basic Food Employment and Training (BFET)) Food and Nutrition (7 USC 2015(o))			X
AmeriCorps			X
Public Libraries			X
Economic Development/Associate Development Organizations			X
Local Government (City/County)			X

***Description of how basic career services are provided in another manner**

At the Valdez Job Center (VJC) we make referrals to and receive referrals from partner agencies using whatever method provides the best service accessibility to our customers. Referrals to WIOA Title 1b Adult and Dislocated Worker services, and Trade Adjustment Assistance (TAA), made via Self-Service Registration (SSR) Form are emailed to the CSTS Team at the Peninsula Job Center. For other partners, such as Division of Vocational Rehabilitation (DVR), Native American Programs, Job Corps, WIOA Title 1b Youth services, or Jobs for Veterans State Grant (JVSG) we introduce the services, as appropriate, and make warm hand-offs whenever possible. Unemployment Insurance (UI) can be accessed online through MyAlaska or by phone. We have electronic means available for people to make copies, complete online applications, make phone calls and access internet-based communication platforms such as Zoom or Teams. The key to successfully providing basic career services in another manner is staying familiar with community resources and partner programs. To that end, VJC is a member of a core group of resource providers in the Valdez area who meet regularly to network, learn about programmatic/staff changes, and share information.

CAREER SERVICES CHECKLISTS

In the column named on-site, check the basic career, individualized career, and training services that are currently available on-site for all job seeking customers who come into the One-Stop comprehensive or affiliate center

Basic Career Services	On-Site
Initial Assessment of skill levels, including literacy, numeracy, English language proficiency, aptitudes, abilities (including skills gaps), and supportive service needs	X
Labor exchange services, including job search and placement assistance, career counseling, information on in-demand industries, occupations, and non-traditional employment	X
Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, job vacancy listings, job skill requirements, local occupations in demand, wages and opportunities for advancement	X
Outreach, intake and orientation to information and services available through the one-stop delivery system	X
Appropriate recruitment and other business services on behalf of all employers, which may include providing information and referrals to specialized business services not traditionally offered through the one-stop delivery system	X
Program performance and cost information for eligible training providers and providers of youth workforce investment activities, adult education, vocational education, post-secondary level career and technical education made available to high school dropouts	X
Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs	X
Information regarding local area performance accountability measures and any additional performance information related to the one-stop delivery system, presented in a usable and understandable format	X
Information relating to the availability of supportive services or assistance for needs, such as child care, child support, transportation, earned income tax credit, health assistance benefits under the supplemental nutrition assistance program, Temporary Assistance for Needy Families, and other supportive services	X
Required translation services	X
Information about and assistance with filing for unemployment insurance benefits	X
Assistance in establishing eligibility for financial aid assistance programs for training and education	X

Individualized Career Services (Comprehensive sites only)	On-Site
Comprehensive and specialized evaluation to identify barriers to employment and employment goals	
Individual counseling	
Internships and work experiences that are linked to careers	
Out-of-area job search and relocation assistance	
Development of Individual Employment Plan (IEP)	
Career/Vocational planning	
Workforce preparation activities	
English language acquisition and integrated education and training programs	

Group counseling	
Short-term pre-employment/vocational services	
Financial literacy services	
Follow-up services	

Training Services (Comprehensive sites only)

On-Site

Occupational skills training, including training for non-traditional employment	
On-the-Job training (OJT)	
Incumbent Worker Training (IWT)	
Programs that combine workplace training with related instruction, which may include cooperative education programs	
Training programs operated by the private sector	
Skill upgrades and retraining	
Entrepreneurial training	
Job readiness training (soft skills) provided in combination with other identified training services	
Adult education and literacy activities	
Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training	
Financial literacy services	

BUSINESS SERVICES

In the column named on-site, check the business services that are currently available on-site for all job seeking customers who come into the One-Stop comprehensive or affiliate center

Business Services (Comprehensive sites only)

On-Site

Establish and develop relationships and networks with large and small employers and their intermediaries	X
Develop, convene, or implement industry or sector partnerships	X

Other Business Services (not mandatory)

On-Site

Customized screening and referral of qualified participants in training services to employers	X
Customized services to employers, employer associations, or other such organizations on employment related issues	X
Customized recruitment events and related services for employers including targeted job fairs	X
Human resource consultation services, such as writing/reviewing job descriptions and employee handbooks, developing performance evaluation and personnel policies, creating orientation sessions for new workers, honing job interview techniques for efficiency and compliance, analyzing employee turnover, or explaining labor laws to help employers comply with wage/hour and health/safety regulations	X
Customized labor market information for specific employers, sectors, industries or clusters	X
Customized assistance or referral for assistance in the development of a USDOL registered apprenticeship program	X
Listing of job orders	X
Applicant referral	X
Employer needs assessment	X
Unemployment Insurance access	X
Access to facilities	X
Translation services	X
Development and delivery of innovative workforce investment services and strategies for area employers	X

|

CERTIFICATION CRITERIA

Functional and Programmatic Integration, Partnerships

Which core partners are physically housed in the One-Stop Center?

<input type="checkbox"/>	Adult	(Title 1)	<input type="checkbox"/>	Adult Education & Family Literacy	(Title 2)
<input type="checkbox"/>	Dislocated Worker	(Title 1)	<input checked="" type="checkbox"/>	Employment Services (WagPey)	(Title 3)
<input type="checkbox"/>	Youth	(Title 1)	<input type="checkbox"/>	Vocational Rehabilitation	(Title 4)

*Attach a detailed diagram of customer flow, which demonstrates program integration and seamless service delivery; include services available on and off-site, showing how services are accessed regardless of physical location.

Give an example of how functional teams are used to deliver career services to all customers?

Customers are directed via signs to the agency they need when they enter the building. Customers are greeted by the sole staff member and offered assistance. Customer's need is assessed based on ensuing conversation. When a customer needs to apply for UI, customer is shown to a computer station and provided information on creating or signing into their myAlaska account. Customer is shown how to apply for Unemployment online and is also given the information to contact UI via phone for an initial claim. Staff assists customers in accessing or creating an AlaskaJobs account. Many customers receive assistance in creating and revising resumes, assuring they are online and active for Unemployment. While working with customers, questions are asked about a customer's plans and goals for their career. If training or education is needed, the customer will be introduced to Career Support and Training services. They may also be referred to our partners at Prince William Sound Community College for Adult Education services. Staff often teaches customers how to use AlaskaJobs effectively so they can navigate quickly and efficiently to jobs that meet their needs. VJC staff will assist our customers that are looking to work remotely on the North Slope and anywhere else in the state. VJC staff has regular conversations with the staff at the Adult Education program, the local high school. VJC staff does outreach to local employers. We assist with posting job orders, recruiting candidates, creating effective job descriptions, and talking with our employers about the challenges this community faces. Labor market information is shared with our employers, including salary and benefits information. VJC staff also assists employers that rely on foreign labor to fill all of their positions. VJC staff also meets regularly with various community events we facilitate or that are hosted by another stakeholder. This gives everyone a chance to share their successes and challenges. This allows these agencies to know who they can contact in order to help their own customers find services outside of their own realm. All staff in the Job Center assists any customer with finding the applications and information they are looking for.

**NO - explain
below**

YES

Are there linkages in place for core and other required partner services?	X	
---	---	--

Best Practice(s):

Once a month resource meetings are hosted by the VJC. In addition, VJC provides regular outreach and coordination with Youth partners, and attends community events relating to the economy, housing, and childcare. The VJC regularly participates in community events, which include non-mandated partners.

Explanation for any NO answer above:

Performance and Accountability

**NO - explain
below**

YES

Is data and labor market information used to measure, analyze, review, and improve performance?

X	
X	

Is this data shared with staff and stakeholders?

Give an example of how data has been used to improve service delivery:

Labor market information is used to help determine recruitment focus and strategies for different industries and employers. For instance, staff has had many conversations with employers about competitive salaries. With our lack of job seekers, our employers that offer low salaries and no benefits struggle to hire and retain employees. The decision to raise wages is always left up to the employer, but having this information has assisted them in reevaluating their needs and their budgets. We also share job listings with partners and stakeholders in the area.

YES

below

Is feedback requested/collected/received from staff?

X	
---	--

How do staff learn about any action taken as a result of their feedback?

All staff within the Job Center regularly share feedback and requests at informal meetings. We also are provided with customer service satisfaction results. Our shared customers often come back to share their appreciation for the assistance they received and the outcomes. This feedback is shared as appropriate to everyone involved. When there is a potential issue, it is addressed with staff timely and solutions are brainstormed with supervisors and staff for future reference and resolution.

Best Practice(s):

Regular meetings, sharing experiences for future reference and resolution, peer-to-peer support, active listening, customer service driven outcomes.

Explanation for any NO answer above:

Service provision, including universal access, and outreach to populations with barriers

Which modalities are used to provide services to all customers? Check all that apply

In-person on-site access	X
Itinerant off-site access	X
On-line access	X
Other _____	

	YES	NO - provide compliance plan below
Are basic ADA requirements met?	X	
Are reasonable accommodations provided to individuals with disabilities?	X	

Provide evidence of implementation or solution driven implementation plan development for the following types of access:

Physical: Architectural or building

The VJC is a one-story facility. There are marked handicap parking spots in front of the building and the required 36 inches of space in doorways and other required areas are present for accessibility. A hydraulic door assists those with limitations in entry to the building.

Information: all paper, printer or posted materials

Assistive technology posters and translation service posters are displayed. Weekly job listings are present in the center and also shared with partners. Paper applications, forms, and brochures are available when requested.

Digital: software, web-based programs and alternatives to print

Software for text to speech, ASL translators on video, AlaskaJobs, myAlaska

Communication: verbal, non-verbal access for services

Speaking in words, utilizing a translator where needed, making written materials available, assistance with oral to written composition for those experiencing limitations.

Wireless internet infrastructure including cellular data capabilities

Wireless internet is not available at the VJC.

Provide a list of population groups with barriers to employment who receive outreach from the One-Stop on a regular basis:

Recently separated veterans, low income individuals including homeless or transient adults and youth, second chance citizens, in and out of school youth, long-term unemployed, dislocated workers/displaced homemakers, disability resources, those facing cultural barriers, older workers, English Language Learners.

Best Practice(s):

Close relationships with Alaska Adult Education, Youth providers, and schools. Setting up customers for success, seeking variances where available, employer education about untapped pools of workers (second chance, older, youth) who are valuable and can help fill gaps.

Explanation for any NO answer above:

Customer Satisfaction

Is customer feedback from customers (job seekers, workers, and employers) actively sought and used as part of continuous quality improvement?

	YES	NO - explain below
Is customer feedback from customers (job seekers, workers, and employers) actively sought and used as part of continuous quality improvement?	X	

Are metrics used to measure improvement and success?

X	
---	--

List three (3) methods by which customer feedback is obtained:

In-person, automated customer satisfaction surveys, and via phone/email.

How do customers learn about any action taken as a result of their feedback?

Customers are contacted if appropriate to seek positive resolution for those involved.

Best Practice(s):

Positive feedback is shared and celebrated with staff. Feedback of a complex nature is addressed on a generic basis with improvement procedures outlined where possible, though sometimes it is necessary to seek resolution with an individual staff member, depending on the circumstances.

Explanation for any NO answer above:

Staff Competence and Staff Training Participation

Date of last One-Stop Training Academy _____ 2/16/23

Are all One-Stop staff included in One-Stop Training?

Are all Staff and Leadership cross-trained on an on-going basis to stay current?

	YES	NO - explain below
Are all One-Stop staff included in One-Stop Training?	X	
Are all Staff and Leadership cross-trained on an on-going basis to stay current?	X	

How is the cross-training tracked?

ETTU tracks staff training, training plans for new staff are uniform and gives everyone the same basic information, staff are encouraged to step out of their roles to engage with our peers and to use each other as a resource, smaller job center staff are also entrenched in the Career Support and Training Services bootcamps and other trainings with the goal of them having their own caseloads.

**NO - explain
below**

YES

Are staff from all programs engaged in service delivery design, action planning and data analysis?

X	
---	--

Do staff and leadership work together to set the vision and goals for the site?

X	
---	--

How do staff learn about progress toward site performance and goals?

VJC Manager meets with the Regional Manager as needed, bi-weekly leadership meetings.

Best Practice(s):

Positive feedback is shared and celebrated within the job center. Best practices are also shared with peers statewide in trainings or conversation.

Explanation for any NO answer above:

Employer Engagement

Give examples of innovative strategies used to deliver seamless business services

Job fairs, publications, training academies, customized recruitment events on or off site, community involvement, partner engagement, keeping abreast of technological changes, connection to resources when needs fall outside the Department's scope.

**NO - explain
below**

YES

Are employers educated on training services available to grow and develop their labor force?

X	
---	--

Is current labor market information shared with employers?

X	
---	--

Are employers assisted with identifying skill gaps and developing solutions to meet their specific workforce needs?

X	
---	--

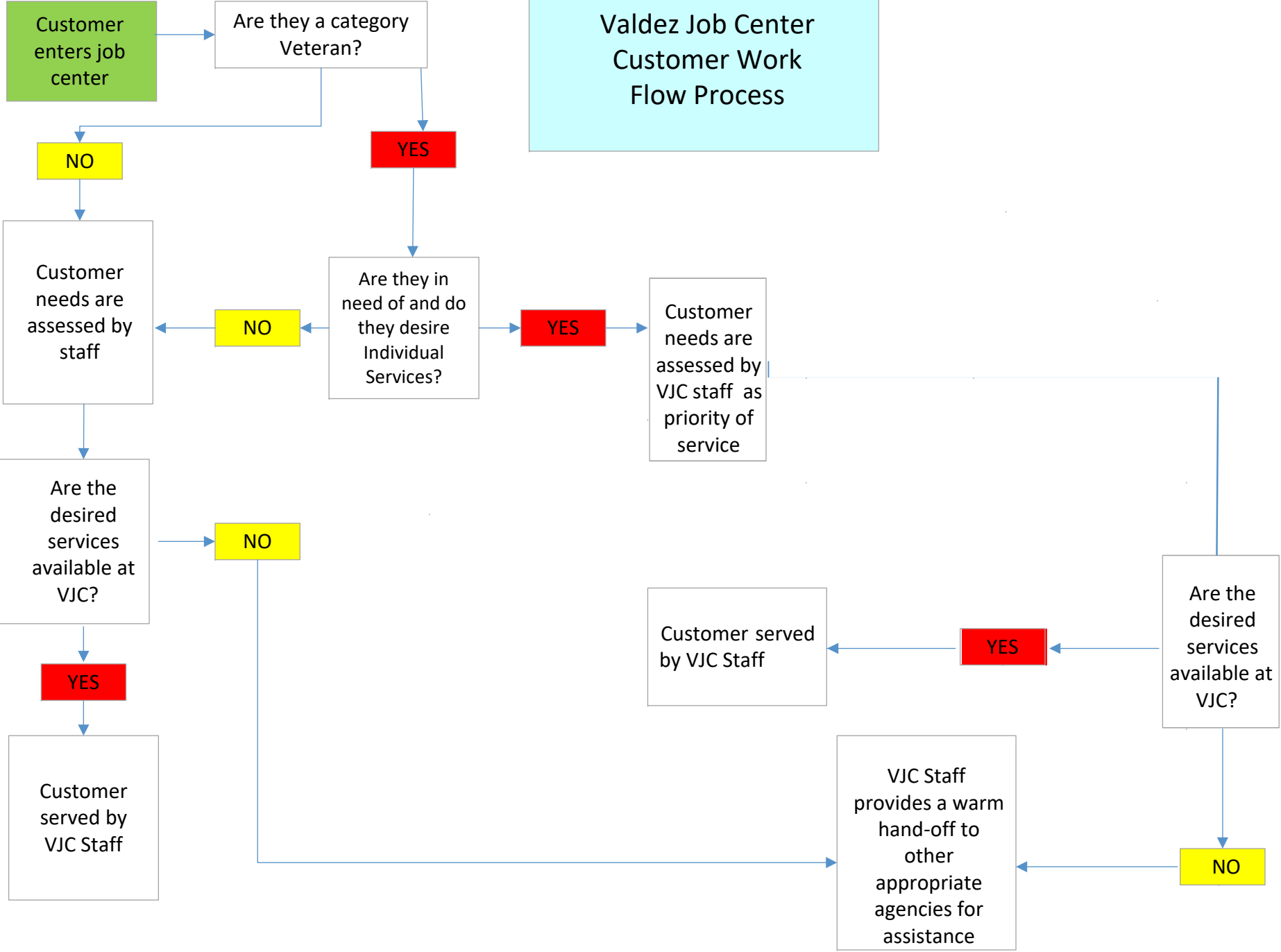
Best Practice(s):

Engagement in community events, regular outreach, a full array of business services, adaptation to new service delivery models, engagement in regular labor market updates to apply to day to day services and employer education.

Explanation for any NO answer above:

--

Valdez Job Center Customer Work Flow Process



GLOSSARY OF TERMS/ACRONYMS – VALDEZ JOB CENTER

ADA	Americans with Disabilities Act
AHFC	Alaska Housing Finance Corporation
AJCN	Alaska Job Center Network
CSTS	Career Support and Training Services
DCCED	Department of Commerce, Community, and Economic Development
DOH	Department of Health
DPA	Division of Public Assistance
DVR	Division of Vocational Rehabilitation
ETTU	Employment and Training Technical Unit
IEP	Individual Employment Plan
IWT	Incumbent Worker Training
OJT	On the Job Training
RR	Resource Room
SNAP	Supplemental Nutrition Assistance Program
TANF	Temporary Assistance for Needy Families
UI	Unemployment Insurance
USDOL	United State Department of Labor
WagPey (WP)	Wagner-Peyser Act
WIOA	Workforce Innovation and Opportunity Act

RESOLUTION 24-07
RESOLUTION Regarding One-Stop Certification
for the Peninsula (Kenai) Job Center

WHEREAS, the Alaska Workforce Investment Board (AWIB) is an industry-driven public organization comprised of representatives from business and industry, education, organized labor, and government and

WHEREAS, the Alaska Workforce Investment Board (AWIB) is a public organization that is accountable through its members and staff to the residents, the Legislature and the Governor of Alaska;

WHEREAS, the AWIB shall act as the lead state planning and coordinating entity for state human resource programs involving employment training, vocational education, and workforce development;

WHEREAS, the Workforce Innovation Opportunity Act (WIOA) requires a comprehensive review of the One-Stops Centers once every three years and

WHEREAS, the Peninsula Job Center is considered a Comprehensive One-Stop Center and

WHEREAS, the AWIB conducts certification reviews of One-Stop Centers and

WHEREAS, the AWIB Assistant Director and AWIB Assessment and Evaluation Committee board member have reviewed the Peninsula Job Center and certify they meet all of the mandated WIOA laws;

NOW THEREFORE BE IT RESOLVED: the AWIB, on the advice and recommendation of the review team, hereby certify the Peninsula Job Center for three years and certify they meet all of the mandated WIOA laws;

CERTIFICATION

The AWIB held a meeting duly and regularly called, noticed, and convened this 20th day of June 2024 and the foregoing Resolution was adopted at said meeting.

Signed this 20th day of June, 2024

Patrick Rose, Chair
Alaska Workforce Investment Board

Attachment A

Alaska Workforce Investment Board One Stop Site Certification Application

One Stop Operator: Peninsula Job Center (Kenai)

Date: 6/13/2024

Contact Name/Title: Sara Bieber / Regional Manger Gulf Coast

Site Address: 11312 Kenai Spur Highway, Suite 2

Kenai, Alaska 99611

Site Phone: 907-335-3010

Site Email: peninsula.jobcenter@alaska.gov

Site Website: www.alaskajobs.alaska.gov

Days/Hours of Site Operation: M-F / 8a-5p

Current Certification: Comprehensive

Certification Sought: Comprehensive

Certification: I hereby certify that the information provided in this document is true and correct to the best

Sara Bieber
Signature

6/13/2024
Date

Sara Bieber, Gulf Coast Regional Manager
Name/Title

Submit Application to:

Alaska Workforce Investment Board
3301 Eagle St., Ste 305
Anchorage, AK 99503

INTRODUCTION

One-stop sites are the portals to our state's workforce system and its broad array of career services and resources designed to help individuals acquire the skills necessary to gain meaningful employment, and help our businesses to access the talent pipeline that meets their human capital needs and fuels economic growth. Workforce system partners are required to collaborate to support a seamless customer-focused service delivery network. Every region across our state is unique in terms of its economy and geography, but each is actively working to create a system that provides effective services for our job seeker and business customers.

Under the Workforce Innovation and Opportunity Act (WIOA), state and local partners share common performance goals and are mandated to collaborate in developing and implementing a one-stop delivery system where services are designed with the customer in the center, resources are leveraged for maximum efficiency, and continuous improvement is the hallmark.

SYSTEM REQUIREMENTS - CHECKLIST

The checklists below are to be used by sites and evaluators to help determine the extent to which system requirements are met, and services and programs are present. Each application will vary in its responses based upon the level of verification being requested by the site and the agreements of the local partnership to best meet the needs of the locally determined service delivery model.

	YES	NO - provide compliance plan below
ADA Accessibility	X	
Use of AlaskaJobs for customer/service delivery tracking	X	
Memorandum of Understanding for partners	X	
Alaska Job Center Network Brand used appropriately	X	
Wagner-Peyser services are co-located	X	

System Requirements compliance plan (for any requirement marked "no" above):

--

REQUIRED PROGRAM/PARTNER CHECKLIST

a. In the column named "on-site" indicate programs/partners that are currently located onsite in your facility by entering the average number of hours per week they are on-site

b. In the column named "off-site electronic connection", enter a check mark for the programs/partners that are off-site but their basic career services are made available to customers through an electronic connection.

Note: Not all customers will be able to use the electronic connection(s) without help from Alaska Job Center Network staff.

c. For programs/partners that are off-site but an agreement is in place to provide their basic career services in another manner, check the last column and use the text box below to explain how this is accomplished.

REQUIRED PROGRAMS/PARTNERS	OFF-SITE BASIC CAREER SERVICES		
	ON-SITE/DIRECT LINKAGE	OFF-SITE ELECTRONIC CONNECTION	MADE AVAILABLE IN ANOTHER MANNER
WIOA Title 1 Adult Services	40		
WIOA Title 1 Dislocated Worker Services	40		
WIOA Title 1 Youth Services			X
Job Corps			X
Youth Build			N/A
Native American Programs			X
Migrant Season Farmworkers	X		
WIOA Title 2 Adult Education and Literacy Services		Kenai Peninsula College	
WIOA Title 3 Wagner-Peyser Services	40		
WIOA Title 4 Rehabilitation Act Services			X
Older Americans Act Title V - Senior Community Services Employment Program	40		
Temporary Assistance for Needy Families	35		
Career & Technical Education Programs (post secondary) Carl D. Perkins Act		Kenai Peninsula Borough School District	X
Trade Adjustment Assistance		ETTU	
Jobs for Veterans State Grant			X
Community Services Block Grant			N/A
Housing & Urban Development Employment Training		Alaska Housing Finance Corporation	X
Second Chance		Department of Corrections and Frontier Community Services	
Unemployment Compensation		MyAlaska and UI Phone	

ADDITIONAL PROGRAMS/PARTNERS	ON-SITE/DIRECT LINKAGE	OFF-SITE ELECTRONIC CONNECTION	OFF-SITE BASIC CAREER SERVICES MADE AVAILABLE IN ANOTHER MANNER*
Ticket to Work and Self Sufficiency			X
Small Business Administration		X	
SNAP Employment (Basic Food Employment and Training (BFET)) Food and Nutrition (7 USC 2015(o))	35		
AmeriCorps		X	
Public Libraries		X	
Economic Development/Associate Development Organizations		X	
Local Government (City/County)		X	

***Description of how basic career services are provided in another manner**

At the Peninsula Job Center (PJC) we make referrals to and receive referrals from partner agencies using whatever method provides the best service accessibility to our customers. Referrals to WIOA Title 1b Adult and Dislocated Worker services, and Trade Adjustment Assistance (TAA), made via Self-Service Registration (SSR) Form are sent from the resource room or the Anchorage office to the CSTS Team at the Peninsula Job Center. For other partners, such as Division of Vocational Rehabilitation (DVR), Native American Programs, Job Corps, WIOA Title 1b Youth services, or Jobs for Veterans State Grant (JVSG) we introduce the services, as appropriate, and make warm hand-offs whenever possible. Unemployment Insurance (UI) can be accessed online through MyAlaska or by phone. We have electronic means available for people to make copies, complete online applications, make phone calls and access internet-based communication platforms such as Zoom or Teams. The key to successfully providing basic career services in another manner is staying familiar with community resources and partner programs. To that end, the PJC is a member of a core group of resource providers in the greater Kenai/Soldotna area who meet regularly to network, learn about programmatic/staff changes, and share information. For example, the PJC will be hosting the Alaska 100%

CAREER SERVICES CHECKLISTS

In the column named on-site, check the basic career, individualized career, and training services that are currently available on-site for all job seeking customers who come into the One-Stop comprehensive or affiliate center

Basic Career Services	On-Site
Initial Assessment of skill levels, including literacy, numeracy, English language proficiency, aptitudes, abilities (including skills gaps), and supportive service needs	X
Labor exchange services, including job search and placement assistance, career counseling, information on in-demand industries, occupations, and non-traditional employment	X
Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, job vacancy listings, job skill requirements, local occupations in demand, wages and opportunities for advancement	X
Outreach, intake and orientation to information and services available through the one-stop delivery system	X
Appropriate recruitment and other business services on behalf of all employers, which may include providing information and referrals to specialized business services not traditionally offered through the one-stop delivery system	X
Program performance and cost information for eligible training providers and providers of youth workforce investment activities, adult education, vocational education, post-secondary level career and technical education made available to high school dropouts	X
Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs	X
Information regarding local area performance accountability measures and any additional performance information related to the one-stop delivery system, presented in a usable and understandable format	X
Information relating to the availability of supportive services or assistance for needs, such as child care, child support, transportation, earned income tax credit, health assistance benefits under the supplemental nutrition assistance program, Temporary Assistance for Needy Families, and other supportive services	X
Required translation services	X
Information about and assistance with filing for unemployment insurance benefits	X
Assistance in establishing eligibility for financial aid assistance programs for training and education	X

Individualized Career Services (Comprehensive sites only)	On-Site
Comprehensive and specialized evaluation to identify barriers to employment and employment goals	X
Individual counseling	X
Internships and work experiences that are linked to careers	X
Out-of-area job search and relocation assistance	X
Development of Individual Employment Plan (IEP)	X
Career/Vocational planning	X
Workforce preparation activities	X
English language acquisition and integrated education and training programs	

Group counseling	
Short-term pre-employment/vocational services	X
Financial literacy services	X
Follow-up services	X

Training Services (Comprehensive sites only)

On-Site

Occupational skills training, including training for non-traditional employment	X
On-the-Job training (OJT)	X
Incumbent Worker Training (IWT)	X
Programs that combine workplace training with related instruction, which may include cooperative education programs	X
Training programs operated by the private sector	X
Skill upgrades and retraining	X
Entrepreneurial training	X
Job readiness training (soft skills) provided in combination with other identified training services	X
Adult education and literacy activities	X
Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training	X
Financial literacy services	X

BUSINESS SERVICES

In the column named on-site, check the business services that are currently available on-site for all job seeking customers who come into the One-Stop comprehensive or affiliate center

Business Services (Comprehensive sites only)

On-Site

Establish and develop relationships and networks with large and small employers and their intermediaries	X
Develop, convene, or implement industry or sector partnerships	X

Other Business Services (not mandatory)

On-Site

Customized screening and referral of qualified participants in training services to employers	X
Customized services to employers, employer associations, or other such organizations on employment related issues	X
Customized recruitment events and related services for employers including targeted job fairs	X
Human resource consultation services, such as writing/reviewing job descriptions and employee handbooks, developing performance evaluation and personnel policies, creating orientation sessions for new workers, honing job interview techniques for efficiency and compliance, analyzing employee turnover, or explaining labor laws to help employers comply with wage/hour and health/safety regulations	X
Customized labor market information for specific employers, sectors, industries or clusters	X
Customized assistance or referral for assistance in the development of a USDOL registered apprenticeship program	X
Listing of job orders	X
Applicant referral	X
Employer needs assessment	X
Unemployment Insurance access	X
Access to facilities	X
Translation services	X
Development and delivery of innovative workforce investment services and strategies for area employers	X

|

CERTIFICATION CRITERIA

Functional and Programmatic Integration, Partnerships

Which core partners are physically housed in the One-Stop Center?

X	Adult	(Title 1)	<input type="checkbox"/>	Adult Education & Family Literacy	(Title 2)
X	Dislocated Worker	(Title 1)	X	Employment Services (WagPey)	(Title 3)
<input type="checkbox"/>	Youth	(Title 1)	<input type="checkbox"/>	Vocational Rehabilitation	(Title 4)

*Attach a detailed diagram of customer flow, which demonstrates program integration and seamless service delivery; include services available on and off-site, showing how services are accessed regardless of physical location.

Give an example of how functional teams are used to deliver career services to all customers?

As three agencies are housed in the one-stop (Labor, Public Assistance, Mature Alaskans Seeking Skills Training), customers are directed via signs to the agency they need. Customers are greeted by a front desk staff member and offered assistance. Customer's need is assessed based on ensuing conversation. When a customer needs to apply for UI, customer is shown to a computer station and provided information on creating or signing into their myAlaska account. The PJC also has a UI phone with direct connection to UI staff. Customer is shown how to apply for Unemployment online and is also given the information to contact UI via phone for an initial claim if they need to make contact from somewhere else. Staff assists customers in accessing or creating an AlaskaJobs account. Many customers receive assistance in creating and revising resumes, assuring they are online and active for those collecting Unemployment. While working with customers, questions are asked about a customer's plans and goals for their career. If training or education is needed, the customer will be introduced to Career Support and Training services. They may also be referred to our partners at Kenai Peninsula College for Adult Education services, Public Assistance, Vocational Rehabilitation, or another community resource. Staff often teaches customers how to use AlaskaJobs effectively so they can navigate quickly and efficiently to jobs that meet their needs. PJC staff will assist our customers that are looking to work remotely on the North Slope or any other remote location. Our youth population works is supported through Youth programs at Kenai Peninsula College, within the Kenai Peninsula Borough School District, and through the job center. PJC welcomes Alaska Adult Education staff into the job center every Wednesday from 9 am to 4 pm. They also are regular visitors to all the local high schools. PJC Business Connections staff does outreach to local employers. PJC Resource Room staff assist with posting job orders, recruiting candidates, creating effective job descriptions, and talking with our employers about the challenges this community faces. Labor market information is shared with our employers, including salary and benefits information. PJC staff also assists employers that rely on foreign labor to fill all of their positions. Regularly, PJC staff hosts or participates in an Interagency Meeting for all agencies that provide education and services to our community. This gives everyone a chance to share their successes and challenges. This allows these agencies to know who they can contact in order to help their own customers find services outside of their own realm. All staff in the Job Center assists any customer with finding the applications and information they are looking for, whether it is in our wheelhouse or an outside source.

**NO - explain
below**

YES

Are there linkages in place for core and other required partner services?	X	
---	---	--

Best Practice(s):

There is regular participation by the PJC in community events/meetings such as the Interagency Meeting, Kenai Peninsula Economic Development District, Alaska 100%, local government, chambers, etc. In addition, PJC provides regular outreach and coordination with Youth partners, CTE, Students in Transition, training providers, community resources, and more . The PJC regularly hosts community events, which include non-mandated partners. Re-entry partners is an example of one of these events/meetings.

Explanation for any NO answer above:

Performance and Accountability

**NO - explain
below**

YES

Is data and labor market information used to measure, analyze, review, and improve performance?

X	
---	--

Is this data shared with staff and stakeholders?

X	
---	--

Give an example of how data has been used to improve service delivery:

Labor market information is used to help determine recruitment focus and strategies for different industries and employers. For instance, staff has had many conversations with employers about competitive salaries. With our lack of job seekers, our employers that offer low salaries and no benefits struggle to hire and retain employees. The decision to raise wages is always left up to the employer, but having this information has assisted them in reevaluating their needs and their budgets. We also share aily job listings with partners and stakeholders in the area.

YES

below

Is feedback requested/collected/received from staff?

X	
---	--

How do staff learn about any action taken as a result of their feedback?

All staff within the Job Center regularly share feedback and requests at informal meetings or regular staff meetings. We also are provided with customer service satisfaction results. Our shared customers often come back to share their appreciation for the assistance they received and the outcomes. This feedback is shared as appropriate to everyone involved. When there is a potential issue, it is addressed with staff timely and solutions are brainstormed with supervisors and staff for future reference and resolution.

Best Practice(s):

Regular meetings, sharing experiences for future reference and resolution, peer-to-peer support, active listening, customer service driven outcomes. Staff are encouraged to share opinions or experiences regarding policies, procedures, and processes through the chain of command. Everything is considered where we can.

Explanation for any NO answer above:

Service provision, including universal access, and outreach to populations with barriers

Which modalities are used to provide services to all customers? Check all that apply

In-person on-site access	X
Itinerant off-site access	X
On-line access	X
Other _____	

	YES	NO - provide compliance plan below
Are basic ADA requirements met?	X	
Are reasonable accommodations provided to individuals with disabilities?	X	

Provide evidence of implementation or solution driven implementation plan development for the following types of access:

Physical: Architectural or building

The Peninsula Job Center is a one-story facility. There are marked handicap parking spots in front of the building, handicap access, hydraulic doors, and the required 36 inches of space in doorways and other required areas are present for accessibility.

Information: all paper, printer or posted materials

Assistive technology posters and translation service posters are displayed. Daily job listings are present in the center and also shared with partners. Paper applications, forms, and brochures are available when requested.

Digital: software, web-based programs and alternatives to print

Software for text to speech, ASL translators on video, AlaskaJobs, myAlaska

Communication: verbal, non-verbal access for services

Speaking in words, utilizing a translator where needed, making written materials available, assistance with oral to written composition for those experiencing limitations.

Wireless internet infrastructure including cellular data capabilities

Wireless is available when necessary for customers.

Provide a list of population groups with barriers to employment who receive outreach from the One-Stop on a regular basis:

Recently separated veterans, low income individuals including homeless or transient adults and youth, second chance citizens, in and out of school youth, long-term unemployed, dislocated workers/displaced homemakers, disability resources, those facing cultural barriers, older workers, English Language Learners.

Best Practice(s):

Close relationships with Alaska Adult Education, Youth providers (including students in transition), and schools. Setting up customers for success, seeking variances where available, employer education about untapped pools of workers (second chance, older, youth) who are valuable and can help fill gaps. We promote a friendly and inclusive environment where everyone is welcome and given the opportunity to receive the kind of help they want. We provide services here on location wherever we can to whomever walks in the door. We provide options for customers needing help based on their requests, and we maintain an environment where we discourage staff from making assumptions about customers or from offering solutions before hearing a customer out fully, and we allow a customer to try everything on their own without help if that is what they want. Customer-driven service delivery is our goal.

Explanation for any NO answer above:

Customer Satisfaction

NO - explain

YES

below

Is customer feedback from customers (job seekers, workers, and employers) actively sought and used as part of continuous quality improvement?

X	
---	--

Are metrics used to measure improvement and success?

X	
---	--

List three (3) methods by which customer feedback is obtained:

In-person, customer feedback brochures we can mail in, automated customer satisfaction surveys, and via phone/email.

How do customers learn about any action taken as a result of their feedback?

Customers are contacted if appropriate to seek positive resolution for those involved.

Best Practice(s):

Positive feedback is shared and celebrated with staff. Feedback of a complex nature is addressed on a generic basis with improvement procedures outlined where possible, though sometimes it is necessary to seek resolution with an individual staff member, depending on the circumstances.

Explanation for any NO answer above:

Staff Competence and Staff Training Participation

Date of last One-Stop Training Academy

2/28/2023 and
3/1/2023

NO - explain

YES

below

Are all One-Stop staff included in One-Stop Training?

X	
---	--

Are all Staff and Leadership cross-trained on an on-going basis to stay current?

X	
---	--

How is the cross-training tracked?

ETTU tracks staff training, training plans for new staff are uniform and gives everyone the same basic information, staff are encouraged to step out of their roles to engage with our peers and to use each other as a resource, smaller job center staff are also entrenched in the Career Support and Training Services bootcamps and other trainings with the goal of them having their own caseloads. Staff routinely perform duties across jobs. CSTS staff and RR staff are paired whenever possible at outreach events to learn from each other. All staff provide RESEA delivery which requires knowledge of all of our services and partners' services. Initial training plans covering all AJCN services are uniform for new hires, giving everyone the same basic general information. In the PJC schedule, we track who is assigned to on-site activities as well as outreach activities, giving an overall picture of who has had what kind of opportunities and responsibilities.

	YES	NO - explain below
Are staff from all programs engaged in service delivery design, action planning and data analysis?	X	
Do staff and leadership work together to set the vision and goals for the site?	X	

How do staff learn about progress toward site performance and goals?

PJC Supervisors meet with the Regional Manager as needed, bi-weekly leadership meetings.

Best Practice(s):

Positive feedback is shared and celebrated within the job center. Best practices are also shared with peers statewide in trainings or conversation. Staff are cross-trained in most services even ones they would not routinely be providing because it is imperative that staff understand each other's roles and can work together without contradictions for the benefit of job seekers, employers and partners.

Explanation for any NO answer above:

Employer Engagement

Give examples of innovative strategies used to deliver seamless business services

Job fairs, publications, training academies, customized recruitment events on or off site, community

involvement, partner engagement, keeping abreast of technological changes, connection to resources when needs fall outside the Department's scope.

NO - explain below

YES

Are employers educated on training services available to grow and develop their labor force?

X	
---	--

Is current labor market information shared with employers?

X	
---	--

Are employers assisted with identifying skill gaps and developing solutions to meet their specific workforce needs?

X	
---	--

Best Practice(s):

Engagement in community events, regular outreach, a full array of business services, adaptation to new service delivery models, engagement in regular labor market updates to apply to day to day services and employer education. Outreach with Business Connections staff including checking for new employers in the system to contact directly.

Explanation for any NO answer above:

--

Upon completion of the review process, a score between 1 and 3 will be assigned to each of the Criteria on the Certification Criteria tab.

3=fully achieving standard

2=partially achieving standard

1=not achieving standard

Comprehensive Job Center

Accessible to the general public during regular business days, as well as physically and programmatically accessible to individuals with disabilities

Physical presence of at least one Title 1 program staff person (WIOA Case Mgr)

Portal site for electronic access to services and partner programs

Provider of basic and individualized career services, and training services

Provider of business services

Access to the four mandated partners (WIOA Titles 1-4)

Additional related employment and training resources

Workforce and labor market information

	Meets	Does Not Meet
3		
3		
3		
3		
3		
3		
3		
3		

Affiliate Job Center

Accessible to the general public during regular business days, as well as physically and programmatically accessible to individuals with disabilities

Portal site for electronic access to services and partner programs

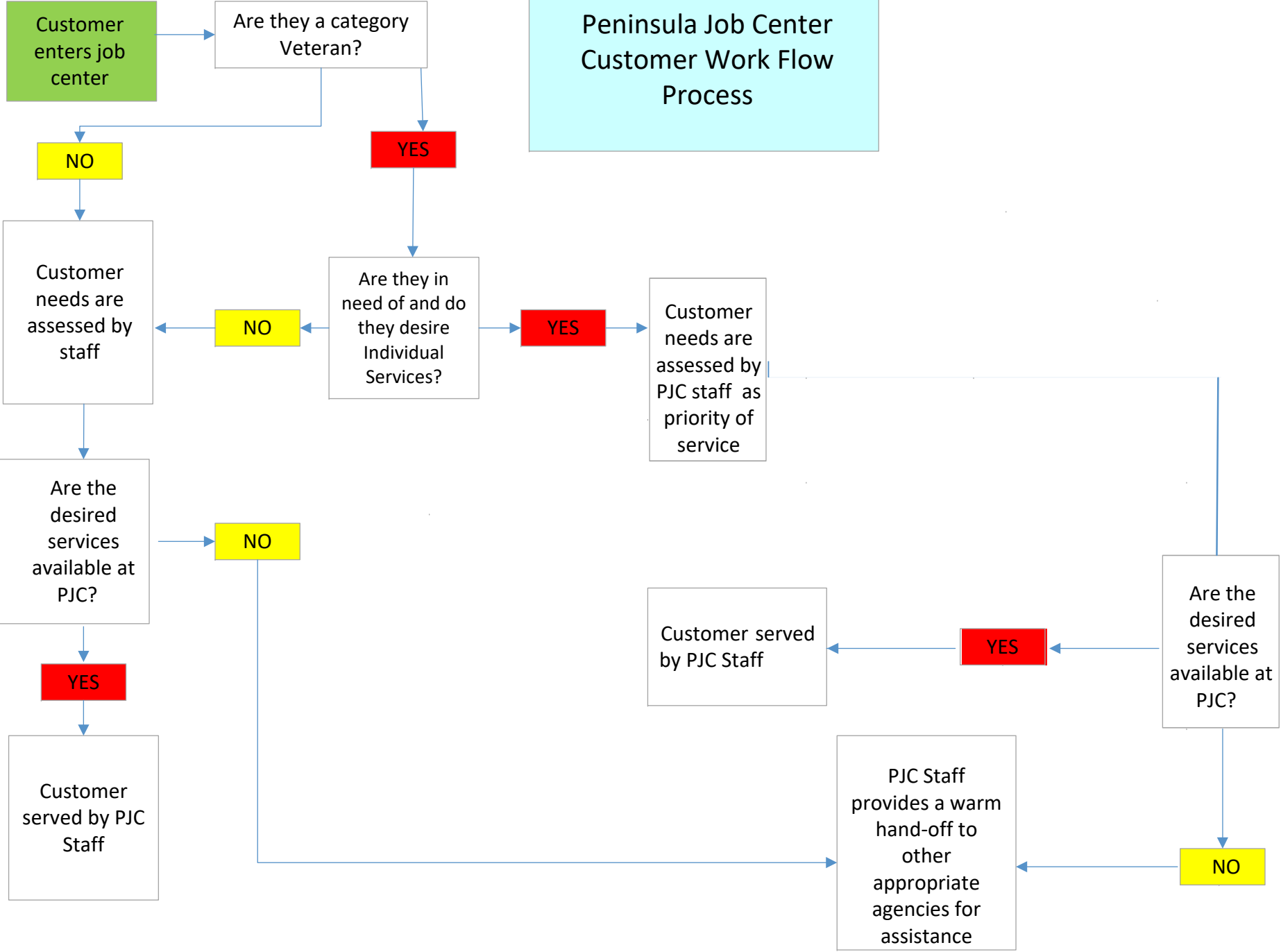
Provider of basic career services

Access to one or more mandated partners

Additional related employment and training resources

Established working relationship as part of an integrated system of Alaska Job Center Network sites

Peninsula Job Center Customer Work Flow Process



GLOSSARY OF TERMS/ACRONYMS – PENINSULA JOB CENTER

ADA	Americans with Disabilities Act
AHFC	Alaska Housing Finance Corporation
AJCN	Alaska Job Center Network
CSTS	Career Support and Training Services
DCCED	Department of Commerce, Community, and Economic Development
DOH	Department of Health
DPA	Division of Public Assistance
DVR	Division of Vocational Rehabilitation
ETTU	Employment and Training Technical Unit
IEP	Individual Employment Plan
IWT	Incumbent Worker Training
OJT	On the Job Training
RR	Resource Room
SNAP	Supplemental Nutrition Assistance Program
TANF	Temporary Assistance for Needy Families
UI	Unemployment Insurance
USDOL	United State Department of Labor
WagPey (WP)	Wagner-Peyser Act
WIOA	Workforce Innovation and Opportunity Act

RESOLUTION 24-08
RESOLUTION Regarding One-Stop Certification
for the Homer Job Center

WHEREAS, the Alaska Workforce Investment Board (AWIB) is an industry-driven public organization comprised of representatives from business and industry, education, organized labor, and government and

WHEREAS, the Alaska Workforce Investment Board (AWIB) is a public organization that is accountable through its members and staff to the residents, the Legislature and the Governor of Alaska;

WHEREAS, the AWIB shall act as the lead state planning and coordinating entity for state human resource programs involving employment training, vocational education, and workforce development;

WHEREAS, the Workforce Innovation Opportunity Act (WIOA) requires a comprehensive review of the One-Stops Centers once every three years and

WHEREAS, the Homer Job Center is considered an Affiliate One-Stop Center and

WHEREAS, the AWIB conducts certification reviews of One-Stop Centers and

WHEREAS, the AWIB Assistant Director and AWIB Assessment and Evaluation Committee board member have reviewed the Homer Job Center and certify they meet all of the mandated WIOA laws;

NOW THEREFORE BE IT RESOLVED: the AWIB, on the advice and recommendation of the review team, hereby certify the Homer Job Center for three years and certify they meet all of the mandated WIOA laws;

CERTIFICATION

The AWIB held a meeting duly and regularly called, noticed, and convened this 20th day of June 2024 and the foregoing Resolution was adopted at said meeting.

Signed this 20th day of June, 2024

Patrick Rose, Chair
Alaska Workforce Investment Board

Alaska Workforce Investment Board One Stop Site Certification Application

One Stop Operator: Homer Job Center **Date:** 6/13/2024

Contact Name/Title: Sara Bieber / Regional Manger Gulf Coast

Site Address: 3670 Lake Street, Suite 300
Homer, Alaska 99603

Site Phone: (907) 226-3040

Site Email: homer.jobcenter@alaska.gov

Site Website: www.alaskajobs.alaska.gov

Days/Hours of Site Operation: M-F / 8a-5p

Current Certification: Affiliate

Certification Sought: Affiliate

Certification: I hereby certify that the information provided in this document is true and correct to the best

<u>Sara Bieber</u>	<u>6/13/2024</u>	<u>Sara Bieber, Gulf Coast Regional Manager</u>
Signature	Date	Name/Title

Submit Application to:

Alaska Workforce Investment Board
3301 Eagle St., Ste 305
Anchorage, AK 99503

INTRODUCTION

One-stop sites are the portals to our state's workforce system and its broad array of career services and resources designed to help individuals acquire the skills necessary to gain meaningful employment, and help our businesses to access the talent pipeline that meets their human capital needs and fuels economic growth. Workforce system partners are required to collaborate to support a seamless customer-focused service delivery network. Every region across our state is unique in terms of its economy and geography, but each is actively working to create a system that provides effective services for our job seeker and business customers.

Under the Workforce Innovation and Opportunity Act (WIOA), state and local partners share common performance goals and are mandated to collaborate in developing and implementing a one-stop delivery system where services are designed with the customer in the center, resources are leveraged for maximum efficiency, and continuous improvement is the hallmark.

SYSTEM REQUIREMENTS - CHECKLIST

The checklists below are to be used by sites and evaluators to help determine the extent to which system requirements are met, and services and programs are present. Each application will vary in its responses based upon the level of verification being requested by the site and the agreements of the local partnership to best meet the needs of the locally determined service delivery model.

	YES	NO - provide compliance plan below
ADA Accessibility		X
Use of AlaskaJobs for customer/service delivery tracking	X	
Memorandum of Understanding for partners	X	
Alaska Job Center Network Brand used appropriately	X	
Wagner-Peyser services are co-located	X	

System Requirements compliance plan (for any requirement marked "no" above):

The entry hydraulic door for ADA access to the job center is not yet hooked up to the push buttons in and out of the building. The Gulf Coast Regional Manager brought this issue immediately to the attention of procurement and leasing and the issue is being worked on with the landlord. Resolution is expected soon.

REQUIRED PROGRAM/PARTNER CHECKLIST

a. In the column named "on-site" indicate programs/partners that are currently located onsite in your facility by entering the average number of hours per week they are on-site

b. In the column named "off-site electronic connection", enter a check mark for the programs/partners that are off-site but their basic career services are made available to customers through an electronic connection.

Note: Not all customers will be able to use the electronic connection(s) without help from Alaska Job Center Network staff.

c. For programs/partners that are off-site but an agreement is in place to provide their basic career services in another manner, check the last column and use the text box below to explain how this is accomplished.

REQUIRED PROGRAMS/PARTNERS	OFF-SITE BASIC CAREER SERVICES		
	ON-SITE/DIRECT LINKAGE	OFF-SITE ELECTRONIC CONNECTION	MADE AVAILABLE IN ANOTHER MANNER
WIOA Title 1 Adult Services			X
WIOA Title 1 Dislocated Worker Services			X
WIOA Title 1 Youth Services			X
Job Corps			X
Youth Build			N/A
Native American Programs			X
Migrant Season Farmworkers	X		
WIOA Title 2 Adult Education and Literacy Services		Kachemak Bay Campus	
WIOA Title 3 Wagner-Peyser Services	X		
WIOA Title 4 Rehabilitation Act Services			X
Older Americans Act Title V - Senior Community Services Employment Program			X
Temporary Assistance for Needy Families	X		
Career & Technical Education Programs (post secondary) Carl D. Perkins Act			X
Trade Adjustment Assistance			X
Jobs for Veterans State Grant			X
Community Services Block Grant			N/A
Housing & Urban Development Employment Training			X
Second Chance			X
Unemployment Compensation			X

ADDITIONAL PROGRAMS/PARTNERS	OFF-SITE BASIC CAREER SERVICES		
	ON-SITE/DIRECT LINKAGE	OFF-SITE ELECTRONIC CONNECTION	MADE AVAILABLE IN ANOTHER MANNER*

Ticket to Work and Self Sufficiency			X
Small Business Administration			X
SNAP Employment (Basic Food Employment and Training (BFET)) Food and Nutrition (7 USC 2015(o))	X		
AmeriCorps			X
Public Libraries			X
Economic Development/Associate Development Organizations			X
Local Government (City/County)			X

***Description of how basic career services are provided in another manner**

At the Homer Job Center (HJC) we make referrals to and receive referrals from partner agencies using whatever method provides the best service accessibility to our customers. Referrals to WIOA Title 1b Adult and Dislocated Worker services, and Trade Adjustment Assistance (TAA), made via Self-Service Registration (SSR) Form are emailed to the CSTS Team at the Peninsula Job Center. For other partners, such as Division of Vocational Rehabilitation (DVR), Native American Programs, Job Corps, WIOA Title 1b Youth services, or Jobs for Veterans State Grant (JVSG) we introduce the services, as appropriate, and make warm hand-offs whenever possible. Unemployment Insurance (UI) can be accessed online through MyAlaska or by phone. We have electronic means available for people to make copies, complete online applications, make phone calls and access internet-based communication platforms such as Zoom or Teams. The key to successfully providing basic career services in another manner is staying familiar with community resources and partner programs. To that end, HJC is a member of a core group of resource providers in the Homer area who meet regularly to network, learn about programmatic/staff changes, and share information.

CAREER SERVICES CHECKLISTS

In the column named on-site, check the basic career, individualized career, and training services that are currently available on-site for all job seeking customers who come into the One-Stop comprehensive or affiliate center

Basic Career Services	On-Site
Initial Assessment of skill levels, including literacy, numeracy, English language proficiency, aptitudes, abilities (including skills gaps), and supportive service needs	X
Labor exchange services, including job search and placement assistance, career counseling, information on in-demand industries, occupations, and non-traditional employment	X
Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, job vacancy listings, job skill requirements, local occupations in demand, wages and opportunities for advancement	X
Outreach, intake and orientation to information and services available through the one-stop delivery system	X
Appropriate recruitment and other business services on behalf of all employers, which may include providing information and referrals to specialized business services not traditionally offered through the one-stop delivery system	X
Program performance and cost information for eligible training providers and providers of youth workforce investment activities, adult education, vocational education, post-secondary level career and technical education made available to high school dropouts	X
Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs	X
Information regarding local area performance accountability measures and any additional performance information related to the one-stop delivery system, presented in a usable and understandable format	X
Information relating to the availability of supportive services or assistance for needs, such as child care, child support, transportation, earned income tax credit, health assistance benefits under the supplemental nutrition assistance program, Temporary Assistance for Needy Families, and other supportive services	X
Required translation services	X
Information about and assistance with filing for unemployment insurance benefits	X
Assistance in establishing eligibility for financial aid assistance programs for training and education	X

Individualized Career Services (Comprehensive sites only)	On-Site
Comprehensive and specialized evaluation to identify barriers to employment and employment goals	
Individual counseling	
Internships and work experiences that are linked to careers	
Out-of-area job search and relocation assistance	
Development of Individual Employment Plan (IEP)	
Career/Vocational planning	
Workforce preparation activities	
English language acquisition and integrated education and training programs	

Group counseling	
Short-term pre-employment/vocational services	X
Financial literacy services	X
Follow-up services	

Training Services (Comprehensive sites only)

On-Site

Occupational skills training, including training for non-traditional employment	
On-the-Job training (OJT)	
Incumbent Worker Training (IWT)	
Programs that combine workplace training with related instruction, which may include cooperative education programs	
Training programs operated by the private sector	
Skill upgrades and retraining	
Entrepreneurial training	
Job readiness training (soft skills) provided in combination with other identified training services	
Adult education and literacy activities	
Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training	
Financial literacy services	

BUSINESS SERVICES

In the column named on-site, check the business services that are currently available on-site for all job seeking customers who come into the One-Stop comprehensive or affiliate center

Business Services (Comprehensive sites only)

On-Site

Establish and develop relationships and networks with large and small employers and their intermediaries	X
Develop, convene, or implement industry or sector partnerships	X

Other Business Services (not mandatory)

On-Site

Customized screening and referral of qualified participants in training services to employers	X
Customized services to employers, employer associations, or other such organizations on employment related issues	X
Customized recruitment events and related services for employers including targeted job fairs	X
Human resource consultation services, such as writing/reviewing job descriptions and employee handbooks, developing performance evaluation and personnel policies, creating orientation sessions for new workers, honing job interview techniques for efficiency and compliance, analyzing employee turnover, or explaining labor laws to help employers comply with wage/hour and health/safety regulations	X
Customized labor market information for specific employers, sectors, industries or clusters	X
Customized assistance or referral for assistance in the development of a USDOL registered apprenticeship program	X
Listing of job orders	X
Applicant referral	X
Employer needs assessment	X
Unemployment Insurance access	X
Access to facilities	X
Translation services	X
Development and delivery of innovative workforce investment services and strategies for area employers	X

CERTIFICATION CRITERIA

Functional and Programmatic Integration, Partnerships

Which core partners are physically housed in the One-Stop Center?

<input type="checkbox"/>	Adult (Title 1)	<input type="checkbox"/>	Adult Education & Family Literacy (Title 2)
<input type="checkbox"/>	Dislocated Worker (Title 1)	<input checked="" type="checkbox"/>	Employment Services (WagPey) (Title 3)
<input type="checkbox"/>	Youth (Title 1)	<input type="checkbox"/>	Vocational Rehabilitation (Title 4)

*Attach a detailed diagram of customer flow, which demonstrates program integration and seamless service delivery; include services available on and off-site, showing how services are accessed regardless of physical location.

Give an example of how functional teams are used to deliver career services to all customers?

As three agencies are housed in the one-stop, customers are directed via signs to the agency they need. Customers are greeted by a front desk staff member and offered assistance. Customer's need is assessed based on ensuing conversation. When a customer needs to apply for UI, customer is shown to a computer station and provided information on creating or signing into their myAlaska account. Customer is shown how to apply for Unemployment online and is also given the information to contact UI via phone for an initial claim. Staff assists customers in accessing or creating an AlaskaJobs account. Many customers receive assistance in creating and revising resumes, assuring they are online and active for Unemployment. While working with customers, questions are asked about a customer's plans and goals for their career. If training or education is needed, the customer will be introduced to Career Support and Training services. They may also be referred to our partners at Kachemak Bay Campus for the Adult Education services. Staff often teaches customers how to use AlaskaJobs effectively so they can navigate quickly and efficiently to jobs that meet their needs. Homer Job Center staff will assist our customers that are looking to work remotely on the North Slope and anywhere else in the state. Our youth population works with the Homer Job Center staff and with our Youth partner NineStar. Homer Job Center staff has regular conversations with the staff at the Adult Education program, NineStar, and all local high schools. Homer Job Center staff does outreach to local employers. We assist with posting job orders, recruiting candidates, creating effective job descriptions, and talking with our employers about the challenges this community faces. Labor market information is shared with our employers, including salary and benefits information. Homer Job Center staff also assists employers that rely on foreign labor to fill all of their positions. Once a month, Homer Job Center staff hosts a Provider Meeting for all agencies that provide education and services to our community. This gives everyone a chance to share their successes and challenges. This allows these agencies to know who they can contact in order to help their own customers find services outside of their own realm. Homer Job Center staff works closely with the Division of Public Assistance and Alaska Housing Finance Corporation. Customers are walked to these other agencies and introduced to them. All staff in the Job Center assists any customer with finding the applications and information they are looking for.

**NO - explain
below**

YES

Are there linkages in place for core and other required partner services?	X	
---	---	--

Best Practice(s):

Once a month resource meetings are hosted by the Homer Job Center. In addition, HJC provides regular outreach and coordination with Youth partners, and attends community events relating to the economy, housing, and childcare. The Homer Job Center regularly hosts community events, which include non-mandated partners to facilitate childcare licensing, flagging courses, etc.

Explanation for any NO answer above:

Performance and Accountability

**NO - explain
below**

YES

Is data and labor market information used to measure, analyze, review, and improve performance?

X	
---	--

Is this data shared with staff and stakeholders?

X	
---	--

Give an example of how data has been used to improve service delivery:

Labor market information is used to help determine recruitment focus and strategies for different industries and employers. For instance, staff has had many conversations with employers about competitive salaries. With our lack of job seekers, our employers that offer low salaries and no benefits struggle to hire and retain employees. The decision to raise wages is always left up to the employer, but having this information has assisted them in reevaluating their needs and their budgets. We also share weekly job listings with partners and stakeholders in the area.

YES

below

Is feedback requested/collected/received from staff?

X	
---	--

How do staff learn about any action taken as a result of their feedback?

All staff within the Job Center regularly share feedback and requests at informal meetings. We also are provided with customer service satisfaction results. Our shared customers often come back to share their appreciation for the assistance they received and the outcomes. This feedback is shared as appropriate to everyone involved. When there is a potential issue, it is addressed with staff timely and solutions are brainstormed with supervisors and staff for future reference and resolution.

Best Practice(s):

Regular meetings, sharing experiences for future reference and resolution, peer-to-peer support, active listening, customer service driven outcomes.

Explanation for any NO answer above:

Service provision, including universal access, and outreach to populations with barriers

Which modalities are used to provide services to all customers? Check all that apply

In-person on-site access	X
Itinerant off-site access	X
On-line access	X
Other _____	

	YES	NO - provide compliance plan below
Are basic ADA requirements met?		X
Are reasonable accommodations provided to individuals with disabilities?	X	

Provide evidence of implementation or solution driven implementation plan development for the following types of access:

Physical: Architectural or building

The Homer Job Center is a one-story facility. There are marked handicap parking spots in front of the building and the required 36 inches of space in doorways and other required areas are present for accessibility.

The entry hydraulic door for ADA access to the job center is not yet hooked up to the push buttons in and out of the building. The Gulf Coast Regional Manager brought this issue immediately to the attention of procurement and leasing and the issue is being worked on with the landlord. Resolution is expected soon.

Information: all paper, printer or posted materials

Assistive technology posters and translation service posters are displayed. Weekly job listings are present in the center and also shared with partners. Paper applications, forms, and brochures are available when requested.

Digital: software, web-based programs and alternatives to print

Software for text to speech, ASL translators on video, AlaskaJobs, myAlaska

Communication: verbal, non-verbal access for services

Speaking in words, utilizing a translator where needed, making written materials available, assistance with oral to written composition for those experiencing limitations.

Wireless internet infrastructure including cellular data capabilities

Wireless is available when necessary for customers.

Provide a list of population groups with barriers to employment who receive outreach from the One-Stop on a regular basis:

Recently separated veterans, low income individuals including homeless or transient adults and youth, second chance citizens, in and out of school youth, long-term unemployed, dislocated workers/displaced homemakers, disability resources, those facing cultural barriers, older workers, English Language Learners.

Best Practice(s):

Close relationships with Alaska Adult Education, Youth providers (including students in transition), and schools. Setting up customers for success, seeking variances where available, employer education about untapped pools of workers (second chance, older, youth) who are valuable and can help fill gaps.

Explanation for any NO answer above:

Customer Satisfaction

Is customer feedback from customers (job seekers, workers, and employers) actively sought and used as part of continuous quality improvement?

	YES	NO - explain below
	X	

Are metrics used to measure improvement and success?

X	
---	--

List three (3) methods by which customer feedback is obtained:

In-person, customer feedback brochures we can mail in, automated customer satisfaction surveys, and via phone/email.

How do customers learn about any action taken as a result of their feedback?

Customers are contacted if appropriate to seek positive resolution for those involved.

Best Practice(s):

Positive feedback is shared and celebrated with staff. Feedback of a complex nature is addressed on a generic basis with improvement procedures outlined where possible, though sometimes it is necessary to seek resolution with an individual staff member, depending on the circumstances.

Explanation for any NO answer above:

Staff Competence and Staff Training Participation

Date of last One-Stop Training Academy 2/23/2023

	YES	NO - explain below
Are all One-Stop staff included in One-Stop Training?	X	
Are all Staff and Leadership cross-trained on an on-going basis to stay current?	X	

How is the cross-training tracked?

ETTU tracks staff training, training plans for new staff are uniform and gives everyone the same basic information, staff are encouraged to step out of their roles to engage with our peers and to use each other as a resource, smaller job center staff are also entrenched in the Career Support and Training Services bootcamps and other trainings with the goal of them having their own caseloads.

Are staff from all programs engaged in service delivery design, action planning and data analysis?

	YES	NO - explain below
Are staff from all programs engaged in service delivery design, action planning and data analysis?	X	
Do staff and leadership work together to set the vision and goals for the site?	X	

Do staff and leadership work together to set the vision and goals for the site?

How do staff learn about progress toward site performance and goals?

Homer Job Center Manager meets with the Regional Manager as needed, bi-weekly leadership meetings.

Best Practice(s):

Positive feedback is shared and celebrated within the job center. Best practices are also shared with peers statewide in trainings or conversation.

Explanation for any NO answer above:

Employer Engagement

Give examples of innovative strategies used to deliver seamless business services

Job fairs, publications, training academies, customized recruitment events on or off site, community involvement, partner engagement, keeping abreast of technological changes, connection to resources when needs fall outside the Department's scope.

Are employers educated on training services available to grow and develop their labor force?

Is current labor market information shared with employers?

Are employers assisted with identifying skill gaps and developing solutions to meet their specific workforce needs?

	YES	NO - explain below
Are employers educated on training services available to grow and develop their labor force?	X	
Is current labor market information shared with employers?	X	
Are employers assisted with identifying skill gaps and developing solutions to meet their specific workforce needs?	X	

Best Practice(s):

Engagement in community events, regular outreach, a full array of business services, adaptation to new service delivery models, engagement in regular labor market updates to apply to day to day services and employer education.

Explanation for any NO answer above:

--

Upon completion of the review process, a score between 1 and 3 will be assigned to each of the Criteria on the Certification Criteria tab.

3=fully achieving standard

2=partially achieving standard

1=not achieving standard

Comprehensive Job Center

- Accessible to the general public during regular business days, as well as physically and programmatically accessible to individuals with disabilities
- Physical presence of at least one Title 1 program staff person (WIOA Case Mgr)
- Portal site for electronic access to services and partner programs
- Provider of basic and individualized career services, and training services
- Provider of business services
- Access to the four mandated partners (WIOA Titles 1-4)
- Additional related employment and training resources
- Workforce and labor market information

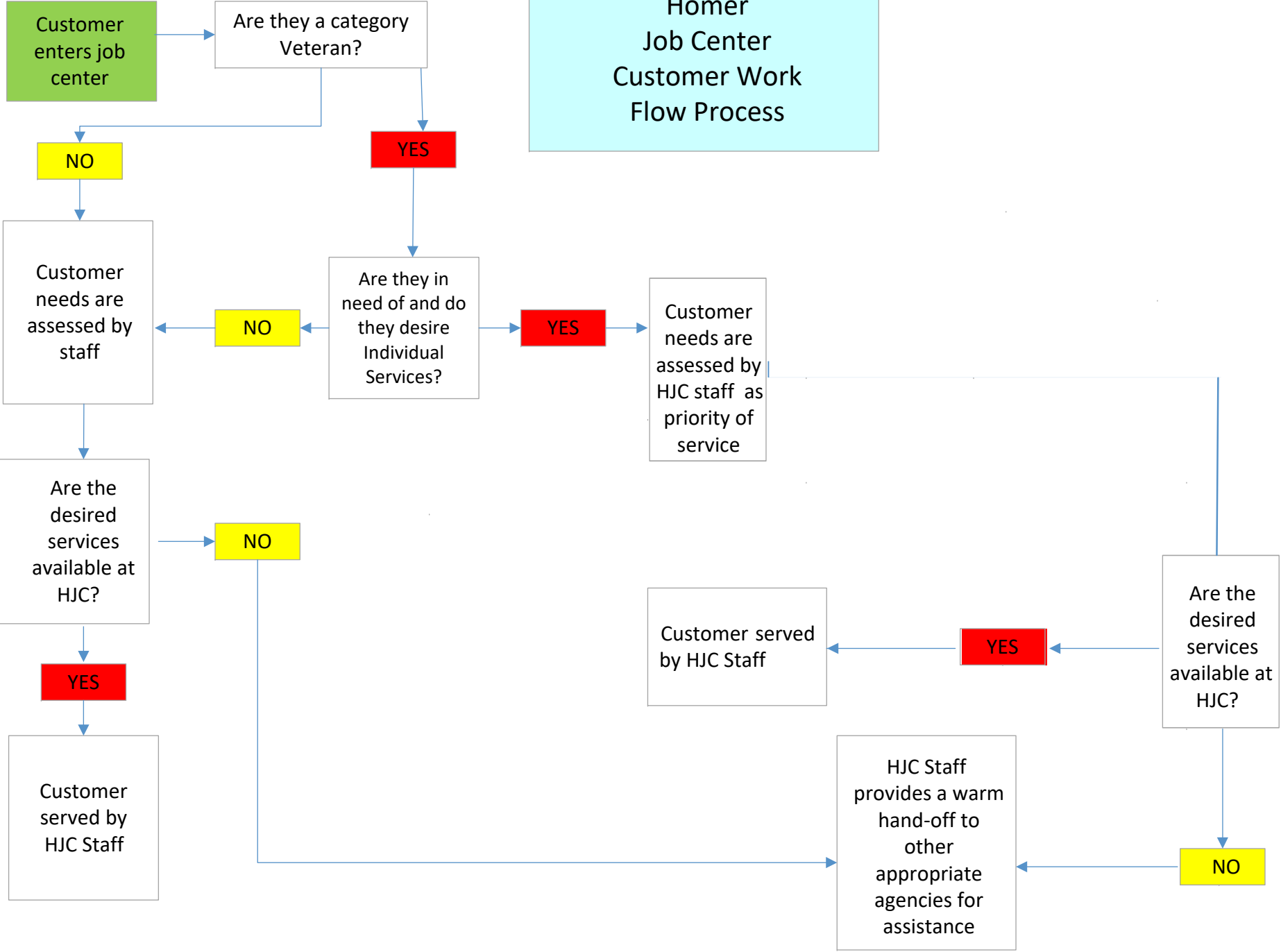
	Does Not
Meets	Meet

Affiliate Job Center

- Accessible to the general public during regular business days, as well as physically and programmatically accessible to individuals with disabilities
- Portal site for electronic access to services and partner programs
- Provider of basic career services
- Access to one or more mandated partners
- Additional related employment and training resources
- Established working relationship as part of an integrated system of Alaska Job Center Network sites

	X
X	
X	
X	
X	

Homer Job Center Customer Work Flow Process



GLOSSARY OF TERMS/ACRONYMS – HOMER JOB CENTER

ADA	Americans with Disabilities Act
AHFC	Alaska Housing Finance Corporation
AJCN	Alaska Job Center Network
CSTS	Career Support and Training Services
DCCED	Department of Commerce, Community, and Economic Development
DOH	Department of Health
DPA	Division of Public Assistance
DVR	Division of Vocational Rehabilitation
ETTU	Employment and Training Technical Unit
IEP	Individual Employment Plan
IWT	Incumbent Worker Training
OJT	On the Job Training
RR	Resource Room
SNAP	Supplemental Nutrition Assistance Program
TANF	Temporary Assistance for Needy Families
UI	Unemployment Insurance
USDOL	United State Department of Labor
WagPey (WP)	Wagner-Peyser Act
WIOA	Workforce Innovation and Opportunity Act