






**CERTIFICATION FOR THE EDEN AREA COMPREHENSIVE AMERICA'S JOB
CENTER OF CALIFORNIA**

Summary Results: Certification Indicator Assessment

Ranking Definition

Each individual Certification Indicator is ranked on a scale of 1 to 5:

	1 = No progress on the indicator at this time.
	2 = Have started progress on the indicator but not yet satisfactory.
	3 = Have a satisfactory amount of the indicator in place the majority of the time.
	4 = Significantly meeting the indicator with room for improvement.
	5 = Achieving and excelling at the indicator.

Eden Area Comprehensive AJCC Summary of Rankings	
AJCC Certification Indicator	Rating
1. Ensures universal access, with an emphasis on individuals with barriers to employment	4.5
2. Actively supports the One-Stop system through effective partnerships	4.5
3. Provides integrated, customer-centered services	4.6
4. Is an on-ramp for skill development and attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways	4.8
5. Actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs	4.7
6. Has high-quality, well-informed, cross-trained staffing	4.7
7. Achieves business results through data-driven continuous improvement	4.8
Total Ranking for AJCC Certification Indicator:	4.6

AJCC Certification Indicator #1 - Score 4.5	
Ensures universal access, with an emphasis on individuals with barriers to employment	
Strengths	Improvement Opportunity
<ul style="list-style-type: none"> Effectively, works with diverse populations with barriers to employment Conveniently located in a government multi-service building 	<ul style="list-style-type: none"> Define how priority population clients (specifically) Veterans are recruited of prioritized for services

AJCC Certification Indicator #2 - Score 4.5	
Actively supports the One-Stop system through effective partnerships	
Strengths	Improvement Opportunity
<ul style="list-style-type: none"> Engages with community partners through regular meetings and information sharing Distributes AJCC and partner information to staff and clients 	<ul style="list-style-type: none"> Once building reopens to the public: <ul style="list-style-type: none"> Provide update on which partners will be co-located and outline plans for re-engaging post-pandemic Host large-scale, on-site job fairs and employer panel events

AJCC Certification Indicator #3 - Score 4.6	
Provides integrated, customer-centered services	
Strengths	Improvement Opportunity
<ul style="list-style-type: none"> Cross-trains staff at front desk to apply motivational interviewing skill techniques Protocols have been established with partner agencies for co-enrollment of clients 	<ul style="list-style-type: none"> Continue cross-training in program services (DOR, SSA, etc.) Utilize customer input to inform improvement plans

AJCC Certification Indicator #4 - Score 4.8	
Is an on-ramp for skill development and attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways	
Strengths	Improvement Opportunity
<ul style="list-style-type: none"> Integrates Career Technical Training opportunities through local partners including Castro Valley, Hayward, and San Leandro Adult Schools Assists clients with labor market information and provides resources that include mynextmove.org, myskillsmyfuture.org, and O-Net 	<ul style="list-style-type: none"> Continue work with ACWDB Business Services Unit to consistently meet OJT goals

AJCC Certification Indicator #5 - Score 4.7	
Actively engages industry and labor to support regional sector strategies through an integrated business service approach that focuses on quality jobs	
Strengths	Improvement Opportunity
<ul style="list-style-type: none"> • Extensive knowledge of the regional economy, labor market conditions, and high-growth sectors • Collaborates with SSA's CalWORKs program to refer candidates to the AC Hire program and vice versa 	<ul style="list-style-type: none"> • Collect business surveys to gauge the immediate response from employers after events

AJCC Certification Indicator #6 - Score 4.7	
Has high-quality, well-informed, cross-trained staffing	
Strengths	Improvement Opportunity
<ul style="list-style-type: none"> • Meets regularly with partners to build relationships, provide updates on activities, and discuss strategies for improvement • Effectively assists customers registering in CalJOBS and matching customers to available jobs 	<ul style="list-style-type: none"> • Develop training plan and schedule dates for partners to provide trainings to staff • Resume in-person AC Hire training, DOR's Windmill Training meetings (post-pandemic)

AJCC Certification Indicator #7 - Score 4.8	
Achieves business results through data-driven continuous improvement	
Strengths	Improvement Opportunity
<ul style="list-style-type: none"> • Operates within the allocated budget and utilizes partner agencies to leverage supportive services and training • Regularly measures customer satisfaction following WIOA Program orientations and workshops and collects success stories 	<ul style="list-style-type: none"> • Use of CalJOBS to improve access and tracking of employer services