



SUBJECT: SERVICE DELIVERY AND INTEGRATION

APPROVED ETLWDA CHAIR:

POLICY STATEMENT: The four comprehensive American Job Centers located in the ETLWDA will implement customer-focused delivery of services through functionally aligned teams comprised of representatives of the One-Stop partners.

Introduction: Tennessee Department of Labor and Workforce Development *Workforce Services Policy 23* observes that for the American Job Center delivery system to succeed, services must be integrated and delivered according to customer need and not specifically according to program focus.

In order to ensure seamless service delivery to workforce system customers, all individuals working in a comprehensive center or providing WIOA Adult and Dislocated Worker itinerant services will experience two levels of supervision: formal and functional.

1. Formal supervision requires that individuals be supervised by their respective organization's program manager.
2. Functional supervision requires individuals physically located in a center be organized by functional unit and supervised by the Partner Consortium in their LWDA. Work will be coordinated and assigned by function rather than by funding source.

Each Comprehensive AJC shall have a partner/function-based group of Team Leads at the direction of the One Stop Operator.

Purpose: This policy provides the guidance and instruction to establish a functionally aligned workforce system that is customer-centered, employer-driven, and responsive to an ever-changing economy. The Workforce Innovation and Opportunity Act (WIOA) gives the responsibility for the design and delivery system of the American Job Center to the local workforce board.

Process:

Service Delivery

The ETLWDB will maintain certified comprehensive and affiliate American Job Centers, and when appropriate, American Job Center access points. Designation as a comprehensive center requires Title I and Wagner-Peyser Act services be available full-time during posted work hours. The comprehensive centers must provide the career services specified in WIOA Section 121 as well as providing job seekers and employers access to the programs, services, and activities of the mandated partners. The affiliate centers offer WIOA Title I services and technical assistance to unemployment insurance claimants during statewide core hours. Access sites offer reduced WIOA Title I services via reduced hours.

In accordance with TDLWD *Workforce Services Policy Number 23*, the comprehensive and affiliate American Job Centers will be open during statewide core hours, 8:00 a.m. – 4:30 p.m. Extended hours for the Resource Room may be utilized to provide access to job seekers and employers outside of the core hours of operation. Access points may be established throughout the sixteen-county ETLWDA for customers who wish to receive services but are unable to access an American Job Center. Access points could include, but are not limited to, public libraries, community based organizations and partner agencies. Career specialist working in the twelve AJCs in the ETLWDA may offer basic career services through the TDLWD ZenDesk platform.

Service Integration

Integrating services delivered in the comprehensive American Job Centers is crucial to the success of the system. An embrace and adoption of a customer-focused delivery of services is the standard.

The primary means to achieving service integration is the creation of functionally aligned teams comprised of comprehensive American Job Center partner staffs. Three (3) functionally aligned teams, each led by a team leads, will deliver basic and individualized career services, as well as employer services.

The **Welcome Team** is responsible for providing basic career services as defined by 20 CFR 678.430. When financially feasible, the Welcome Team will not only be a shared function but also a shared cost of the American Job Center partners. The **Skills/Career Development Team** will deliver individualized career services as defined by 20 CFR 678.430. Job seekers will be required to be registered in VOS but may or may not be enrolled in Title I services. The **Business Services Team** will be the bridge between business and job seekers. Coordination and communication among Business Services Team members is critically important in addressing the needs of business.

Operations

In accordance with *Workforce Services Policy 23*, all American Job Center staff will receive two levels of supervision: functional and formal. Formal supervision of staff will remain in the hands of the respective partner's program manager. The Partner will also retain authority over pay, permanent work schedules, lunches, breaks and approval for leave. Functional supervision will be provided by the Partner Consortium and administered by the team leads. Team leads will ensure that

- plans for staffing provide adequate office coverage at all times in a manner that allows fair and equitable opportunity for time off,
- staff members are adequately trained,
- staff members present a professional and positive image,
- communication procedures are consistent and followed,
- internal policy and procedures are followed,
- the environment is professional,
- a room-scheduling system for workshops and meetings is in place, and
- appropriate signage is present throughout the AJC.