

Myth Busters

WIOA American Job Center (AJC) Services



Myths are misconceptions that interfere with the ability to fully implement an integrated workforce development system as envisioned under the Workforce Innovation and Opportunity Act (WIOA). Myths may result from misunderstanding laws and regulations and from lack of experience with other workforce partners. Listed below are some myths and the facts that provide the real story:

Providing Partner Access in the AJCs

Myth:

Required one-stop partners who provide access in only one comprehensive AJC, when a local area has more than one comprehensive center, have fulfilled the one-stop requirement.

Fact:

Required one-stop partners must provide access to their programs, services, and activities *through all* of the local area's comprehensive AJCs. A comprehensive AJC is a physical location where job seekers and employer customers can access the programs, services, and activities of all required one-stop partners along with any additional partners as determined by the Local WDB.

Access to required one-stop partners' programs may be provided in one of three ways:

Option 1. Having a program staff member physically present at the AJC;

Option 2. Having a staff member from a different partner program physically present at the AJC and appropriately trained to provide information to customers about the programs, services, and activities available through all partner programs; or

Option 3. Making available a direct linkage through technology to a program staff member who can provide meaningful information or services.

Affiliate AJCs allow for more flexibility in terms of the services one-stop partner programs provide. These sites do not need to provide access to every required one-stop partner program. However, due to the WIOA discontinuance of separate, stand-alone Wagner-Peyser Act Employment Service (ES) offices, if the Wagner-Peyser Act ES is part of an affiliate AJC, the affiliate AJC must include at least one or more other partners with a physical presence of combined staff more than 50 percent of the time the center is open. Additionally, the partner program administering local veterans' employment representatives, disabled veterans' outreach program specialists, or unemployment compensation programs would not count as the other partner for purposes of this requirement.