

<h1>Program Coordination</h1>	Procedure No.	
	Effective Date	
	Supersedes	
	Revision Date	
	Revision No.	
<p>Greater Nebraska Workforce Development Area 203 East Stolley Park, Suite A Grand Island, NE 68801 (308) 385-6300 ndol.grandislandwfd@nebraska.gov</p> <p>5109 West Scott Road Suite 413 Beatrice, NE 68310-1408 (402) 223-6060 ndol.beatricewfd@nebraska.gov</p>	Approval	AE

Standard Operating Procedure
Greater Nebraska American Job Centers
Grand Island and Beatrice

NE Department of Economic Development
One Stop Operator

Task:	Effectiveness: Program Coordination
Effective Date:	
Description:	AJC/site/partner/system prioritizes program coordination, including collaborative efforts among required One Stop partners, to provide job seeker and employer access to integrated programs, services, and activities.
Minimum Criteria:	<p>Required One Stop partners take specific steps to avoid duplication, coordinate programs, and integrate service delivery and referrals, such as:</p> <ul style="list-style-type: none"> (a) staff working on functional rather than program teams; (b) front desk and intake staff are trained to complete an initial assessment of job seekers' and employers' needs and inform each of available services; (c) implementation of common intake procedures; and (d) elimination of duplication of effort through the sharing of assessments (as appropriate), employability plans, activities updates, etc. <p>Intake forms and basic assessment tools are streamlined across programs, minimizing the need for job seekers and employers to complete multiple forms and assessments.</p>
Indicator Demonstrating Requirement is Met:	<p>Specific steps taken to avoid duplication, integrate services, and referrals are documented; for example:</p> <ul style="list-style-type: none"> (a) the AJC/site/partner/system organizational chart reflects functional roles rather than programmatic roles; (b) internal procedures reflect functional roles and coordinated service delivery (c) material used to train front desk and intake staff include procedures on completing initial assessments and communicating all services available through the AJC/site/partner/system to job seekers and employers; and (d) front line staff can demonstrate knowledge about basic eligibility requirements for each program and make knowledgeable referrals to required One Stop partner programs. <p>Job seeker applications and assessment tools do not seek duplicative information for individuals enrolled in multiple programs. The One Stop operator provides written descriptions of efforts to streamline intake and assessments between programs.</p>
Procedures:	The AJC/site/partner system has developed a resource guide for each center that details the functional roles of each agency. This enables sharing costs of mutual customers to leverage dollars to serve as many individuals possible per funding stream.

	<p>Customers can access multiple services from the AJC's. Staff from various programs ensure the customers receive relevant and quality services through direct linkage. Each mandated partner provides services based on eligibility, enrollment, services provided and documented. Co-enrollments are happening where appropriate to ensure efficient, effective use of program funding.</p> <p>AJC staff are knowledgeable about partner programs, including basic eligibility requirements and referral procedures.</p>
	<p>The One Stop Operator will ensure that the state established certification procedure is followed to ensure high-quality American Job Centers. Partners will be required to dedicate funding for allowable infrastructure and other shared costs; promote the development of integrated intake, case management and reporting systems.</p> <p>Front desk coverage is provided by NDOL staff at both AJC's. Staff are trained to do initial assessments and referrals to partners.</p> <p>Applications and assessments are shared, where possible, between programs when a release is signed by the shared customers. A common intake form/process is being developed at the state level. Some customer information related to eligibility determination may be duplicative at this time.</p>