



## Glossary of Terms

**America’s Job Center of California (AJCC)** – An AJCC is a service provider that offers no-cost employment and training services to employers and job seekers. Job seeker services are designed to help customers obtain employment and strengthen their skill set through workshops on interview techniques, job applications, career exploration, etc. Employer services assist regional companies in finding and hiring skilled workers. AJCCs provide employers with training programs for their employees, information about business tax credits, and labor market information.

The AJCC houses other federally-funded partners, such as the Employment Development Department (EDD), the Department of Rehabilitation (DOR), and the Health and Human Services Agency (HHS), who offer additional services useful to a job seeker. AJCC staff are also trained to give information about Unemployment Insurance, Disability Insurance, and Paid Family Leave benefits. In San Diego there are six comprehensive AJCC’s located throughout the county.

**Assessment** – A review of educational skill levels, occupational skills, prior work experience, employability, interests, aptitudes (including interest in non-traditional jobs), and supportive service needs. Where appropriate, recent assessments (within 1 year) could be used in lieu of additional assessments. The goal is to accurately evaluate the client in order to develop an appropriate service strategy to meet his or her individual needs.

**CalJOBS** – An online system for California job seekers and employers to navigate the state’s workforce services. It also functions as the Management Information System (MIS) for all WIOA program activities.

**Career Services** – WIOA authorized “career services” for adults and dislocated workers. There are three types of “career services”: basic career services, individualized career services, and follow-up services. These services can be provided in any order; there is no sequence requirement for these services. (TEGL 03-15).

**Case Management** – The provision of a participant-centered approach in the delivery of services, centered around the design of comprehensive individual employment plans. Plans include service strategies for customers to access WIOA-funded activities,

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supportive services, and job career counseling during program participation and after job placement. When needed, case management may be provided through computer-based technology.

**Collaborative** – A mutually beneficial and well-defined relationship entered into by organizations to achieve common goals. The relationship includes a jointly developed structure and responsibility, mutual authority, accountability for success, and sharing of resources.

**Credential** – A degree or certificate that is nationally- or state/locally-recognized. Credentials will include, but are not limited to a high school diploma, GED, or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards, and licensure or industry recognized certificates designed to equip individuals to enter or re-enter employment, retain employment, or advance into better employment. (TEGL 17-05).

**Customized LMI** – The provision of Labor Market Information in response to an employer’s question that cannot be answered in a single phone call. Additional information needs to be gathered or, research and analysis needs to be conducted.

**Earn and Learn.** “Earn and learn” is defined in Section 14040(a) of the Unemployment Insurance Code as the same meaning as in Section 14005(q) of the Unemployment Insurance Code. As defined, “Earn and learn” includes, but is not limited to, a program that does either of the following:

- Combines applied learning in a workplace setting with compensation allowing workers or students to gain work experience and secure a wage as they develop skills and competencies directly relevant to the occupation or career for which they are preparing.
- Brings together classroom instruction with on-the-job training to combine both formal instruction and actual paid work experience.

**Eligible/Eligibility** – Refers to an individual’s status in relation to their ability to receive services under WIOA. For more details on eligibility, refer to SDWP Operations Manual.

**Eligible Training Provider List (ETPL)** – A collection of providers that are approved to receive WIOA funding for the provision of training through the Individual Training Account (ITA) program.

**Employer and Education Linkages** – Developing specific strategies and projects designed to link employers with high-growth, high-demand occupations to local education and training programs. Projects primarily focus on enhancing communication and improved curriculum design.

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**Enhanced Facilities Services** – Private office and conference room space provided to employers when they want to use the facility for their own business purposes (e.g. a staff meeting).

**Enrollment** – An eligible participant who has been referred for WIOA services and for whom enrollment documents have been completed and entered into CalJOBS.

**Entered Employment Rate (EER)** –The term used for a performance measure that calculates the percentage of clients who successfully attain employment from WIOA programs and services.

**Exit** – The time at which a client completes services, or the quarter within which he has not received any WIOA services for 90 days, except follow-up, and has no future services scheduled. A CalJOBS Exit Form must be completed.

**Federal Bonding** – Assisting employers with bonding ex-offenders who cannot secure a bond from any other source.

**In-Demand Industry Sector or Occupation** – The term refers to either: (i) an industry sector that has more positions available than people to fill them, a substantial potential impact on the State, regional, or local economy, and that contributes to the growth or stability of other supporting businesses, or the growth of other industry sectors; or (ii) an occupation that currently has or is projected to have a number of positions in an industry sector that will have a significant impact on the State, regional, or local economy as appropriate.

**Individual Employment Plan (IEP)** –A plan developed with the client and his case manager that takes into account the client’s skills, abilities, interests, and aptitude to determine the course of action the client needs to follow to realize success in reaching his or her employment goals.

**Individual Training Accounts (ITAs)** – Authorizations used by AJCC clients to purchase classroom training that will prepare them for employment in in-demand occupations in San Diego County.

**In-Kind Contribution** – Contributions of equipment, supplies, or other tangible resources, as distinguished from a cash contribution or monetary grant. Some businesses, individuals, or nonprofit organizations may also donate the use of space or staff time as an in-kind contribution. In-kind contributions are assessed at their current fair value, not the new retail value of the items in question.

**Job Fairs** – An event for multiple businesses to showcase their career opportunities and job openings to job seekers. Job fairs can serve multiple purposes and target job seekers throughout the county. Job fairs are defined as an employer service when they are focused on serving businesses.

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**Job Placement** – Services provided to help a client obtain a specific placement in employment, either subsidized or unsubsidized.

**Job Search Assistance** – The provision of instruction and support to give a client skills in acquiring full-time employment. The services provided may include, but are not limited to:

- Resume writing
- Interviewing skills
- Labor market guidance
- Telephone techniques
- Information on job openings
- Job acquisition strategies

**Labor Market Information (LMI)** – Up-to-date information on the local labor market, emerging occupations, industry trends, and other economic data. Labor market information is provided to businesses through formal reports and publications as well as through newsletters and on-line resources.

**Not Employed** – An individual who does not meet the definition of employed, or who although employed, has received a notice of termination of employment.

**Non-traditional Employment** – Employment in an occupation or field of work for which individuals of that gender (both males and females) comprise less than 25% of the individuals employed in that occupation or field of work.

**Orientation** – A meeting with interested members to provide information on the full services and policies that are available through the AJCC Network and contracted programs.

**Participant** – An individual who has been determined to be eligible to participate in and who is receiving services (except follow-up services authorized under WIOA) under a program authorized by WIOA, Title I. Participation shall be deemed to commence on the first day, following determination of eligibility, on which the individual began receiving staff assisted services.

**Post-secondary Education** – A program at an accredited, degree-granting institution that leads to an academic degree (e.g. AA, AS, BA, BS). Does not include programs offered by degree-granting institutions that do not lead to an academic degree.

**Qualified Applicant List (QAL)** – Those organizations whose RFQ has been approved are placed on the QAL as eligible for a contract award from SDWP.

**Registration** – All clients eligible for WIOA services must be registered or enrolled in CalJOBS in order to receive services. At the point of registration, clients are counted for performance measurement purposes.

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**Request for Proposals (RFP)** – A solicitation for proposals for the purchase of products or services.

**Request for Qualifications (RFQ)** – An application used to determine an organization’s administrative and fiscal capacity to meet SDWP, state, and federal government requirements for the provision of WIOA services.

**San Diego Consortium Policy Board (Policy Board)** –A five-member board made up of two San Diego City Council members, two San Diego County Supervisors, and one business representative appointed by the United Way. The Policy Board serves as the local elected official required under WIOA and oversees funding and policy development under WIOA. The Policy Board appoints the members of the WDB.

**Supportive Services** – Supportive services are intended to help a client remain active in activities outlined in WIOA Title I programs. Supportive Services may include transportation, tools and equipment, textbooks, and needs-related payments, which are necessary to enable an individual to participate in activities authorized under Title I.

**Tax Credit Information and Assistance** – Informing employers about available tax credits and incentives and facilitating access to them.

**The Employment and Training Administration (ETA)** – The division of the DOL that administers WIOA-funded programs.

**Under-employed Individual** – An individual who is working part time, but desires full-time employment, or who is working in employment not commensurate with his level of educational attainment.

**United States Department of Labor (DOL)** –The administrative department at the federal level responsible for the administration of WIOA.

**Unemployed Individual** – An individual who is without a job and who wants and is available for work.

**Unsubsidized Employment** – Full or part-time permanent employment not financed with state or federal funds. Includes entry into the Armed Forces, entry into employment in a registered apprenticeship program, and self-employment.

**Workforce Innovation and Opportunity Act (WIOA)** – The federal law that governs the public workforce development system in the United States. WIOA was signed into law on July 22, 2014 by President Obama. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Congress passed the Act by a wide bipartisan majority; it is the first legislative reform in 15 years of the public workforce system.

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**Workforce Development Board (WDB)** –A governing board under WIOA legislation, made up of mandatory WIOA partners, non-mandatory partners, and businesses.

**Workforce Development** –Services that help individuals find employment and receive training that leads to job placement and career advancement, while simultaneously helping businesses meet their needs for qualified personnel. The services overseen by the WDB and delivered via the AJCC are workforce development services.

**Work Readiness Skills** – Pre-employment skills (e.g. resumes, applications, and interviews), work maturity skills (e.g. problem solving, teamwork, and organization skills), employability skills (e.g. punctuality, dependability, and appearance), basic skills (reading, writing, and math), and generic occupational skills (e.g. customer service and safety procedures).