

SAN JOAQUIN COUNTY WORKNET EMPLOYMENT AND ECONOMIC DEVELOPMENT DEPARTMENT POLICIES AND PROCEDURES DIRECTIVE

DIRECTIVE NO.	EFFECTIVE DATE	APPLICABILITY	PAGE
26-02	September 1, 2026	CMD	1 of 6
SUBJECT: AJCC JOB SEEKER ORIENTATION			

I. PURPOSE

The purpose of this policy is to establish requirements for the development and delivery of AJCC Job Seeker Orientation services that familiarize individuals with the AJCC service delivery system, available workforce services, partner programs, customer rights and responsibilities, and methods for accessing services. The policy also establishes that participation in orientation is not a prerequisite for access to AJCC services and that identification and documentation requirements shall be based on the specific service or program being provided.

II. GENERAL INFORMATION

The America's Job Center of California (AJCC) provides universal access to workforce development services for job seekers, workers, and employers.

Orientation is designed to familiarize individuals with the AJCC service delivery system, available workforce services, partner programs, customer rights and responsibilities, and methods for accessing services and resources. Orientation may be delivered through various formats, including video presentations, group or individual sessions, virtual platforms, printed materials, or other accessible formats. Participation in orientation is encouraged but shall not be required to enter an AJCC, complete visitor check-in, access publicly available information or resources, or receive Basic Career Services. AJCC Orientation and visitor check-in are separate processes. Identification or other personal information shall be requested only when necessary for the service or other applicable requirements.

Individuals may access Basic Career Services upon entry into the AJCC and may be referred to Individualized Career Services, Training Services, or partner programs based on their needs and eligibility.

This directive supersedes PPD D-31, SJC WorkNet AJCC Job Seeker Orientation, dated July 1, 2017.

References

- [Workforce Innovation and Opportunity Act \(WIOA\), Public Law 113-128](#)
- [WIOA Section 188](#)
- [Title 29 Code of Federal Regulations \(CFR\), Part 38](#)
- Title 20 CFR Parts [678](#) and [680](#)
- [WSD18-03](#), Pathway to Services, Referral, and Enrollment
- [WSD23-05](#), Comprehensive, Affiliate, and Specialized AJCC Certification
- [WSD17-01](#), Nondiscrimination and Equal Opportunity Procedures
- [WSD17-03](#), Limited English Proficiency
- [San Joaquin County WIOA Memorandum of Understanding](#)
- [San Joaquin County Workforce Development Board Program Year 2025 – 2028 Local Plan](#)

III. POLICY

It is the policy of the San Joaquin County Employment and Economic Development Department (EEDD) that AJCC Orientation shall be available to all individuals seeking workforce services through the AJCC system. Orientation shall provide information regarding:

- AJCC services and resources;
- Workforce system partner programs and services;
- Customer rights and responsibilities;
- Equal opportunity and nondiscrimination provisions;
- Accessibility and reasonable accommodation procedures;
- Methods for accessing Basic Career Services, Individualized Career Services, Training Services, and supportive services; and
- Procedures for referrals within the AJCC network and to partner agencies.

AJCC services shall be delivered in a manner that promotes universal access, customer choice, integrated service delivery, and equitable access to workforce services. No individual shall be denied access to publicly available AJCC information or resources or Basic Career Services because they have not completed an orientation session, declined to provide information or documentation that is not required for the requested service, or do not possess a government-issued photo identification. Eligibility determinations and identity verification shall only be required when necessary for enrollment in a specific workforce program, funding assistance, release of confidential information, facility security, or other statutory or regulatory requirements.

Nothing in this policy shall be implemented in a manner that restricts rights protected by the United States Constitution, the California Constitution, or applicable federal or state law.

IV. PROCEDURE

A. AJCC Orientation

The AJCC Orientation provides an overview of the AJCC service delivery system and available workforce resources. Orientation shall include information regarding customer rights and responsibilities, equal opportunity protections, accessibility resources, and opportunities to provide feedback through the AJCC Customer Satisfaction Survey. The Orientation may be delivered in person, virtually, individually, or in a group setting.

Staff may provide individuals with a tour of the AJCC facility and instruction regarding the use of available equipment, technology, resource materials, and workforce information systems.

Staff shall ensure orientation materials are accessible and available in alternate formats or languages as required. (See Attachment 1: AJCC Orientation.)

Orientation may be offered during or following a visitor's initial contact with the AJCC and may be provided before or after completion of visitor check-in. Staff shall follow the AJCC Visitor Check-In policy for documenting visitor activity and requesting identifying information. Orientation requirements shall not be used to expand the identification, documentation, or personal information requirements applicable to visitor check-in.

B. Access to Services

Upon initial contact with the AJCC, individuals may access Basic Career Services, including but not limited to:

- Job search and placement assistance;
- Labor market information;
- Workshops and resource room services;
- Resume assistance;
- Information on workforce programs and partner services; and
- Referrals to employment and training opportunities.

Staff may conduct an initial service needs review, customer interview, or preliminary assessment to identify appropriate workforce services and

referrals. Such activities do not constitute program enrollment unless enrollment requirements have been completed.

Individuals shall not be required to present a government-issued photo identification to receive Basic Career Services. Staff may request identifying information reasonably necessary to provide the requested service, create or locate a customer record, ensure accurate record matching, or facilitate a referral. Staff shall not request identity or eligibility documentation unless documentation is required for the specific service, program, referral, or other applicable requirement.

C. Customer Identification and Documentation

The AJCC shall provide universal access to Basic Career Services without requiring government-issued photo identification as a condition of entry, orientation, visitor check-in, or receipt of Basic Career Services. Staff may request identifying information reasonably necessary to provide a requested service, create or locate a customer record, accurately match a customer record, or facilitate a referral. Identifying information does not, by itself, constitute identity or eligibility documentation.

Identity or eligibility documentation shall be requested only when required for the specific service, program, referral, or other applicable requirement. Documentation requirements shall be applied at the point in the service pathway when the documentation is required and shall not be imposed as a general requirement for accessing AJCC services.

When documentation is required, staff shall follow the documentation standards established by the applicable federal, state, local, or program-specific requirements. Documentation required for a specific program or service shall not be used to establish a general AJCC identification requirement. (See Attachment 2: Examples of Identification and Documentation.) Staff shall apply the following practices:

- **Walk-in customers seeking Basic Career Services:** Government-issued photo identification shall not be required. Staff may request identifying information when reasonably necessary to provide the requested service or create or locate a customer record.
- **Staff-assisted services:** Staff may request identifying information reasonably necessary to provide the service, create or locate a customer record, ensure accurate record matching, or facilitate a referral. Government-issued photo identification shall not be required unless specifically necessary for the requested service or another applicable requirement.

- **Program enrollment:** Identity and eligibility documentation shall be collected only when required by the applicable program and at the point in the service pathway when such documentation is required.

When requesting identifying information or documentation, staff should explain the purpose of the request in a clear and customer-centered manner. If a required document is not available, staff shall follow the applicable program or service requirements regarding acceptable alternative documentation.

D. Service Pathways

Following orientation or initial service contact, individuals may pursue one or more of the following service pathways:

Self-Service and Staff-Assisted Basic Career Services: Individuals may independently utilize AJCC resources, including computers, labor market information, job listings, and other workforce resources. Staff assistance shall be available as needed.

Individualized Career Services: Individuals requiring additional assistance may be referred for Individualized Career Services, including assessment, career counseling, employment planning, and determination of eligibility for training or other program services.

Referrals to Partner Programs and Services: Individuals whose needs may be best addressed through a partner program shall be provided information and referrals to appropriate AJCC partners and community resources. Referrals shall be coordinated in accordance with established AJCC partner referral procedures and shall not limit the individual's ability to continue accessing AJCC services. (See Attachment 3, Partner Agency Referral Form.)

E. Facility and Resource Orientation

Staff may provide individuals with a tour of the AJCC facility and instruction regarding the use of available equipment, technology, resource materials, and workforce information systems.

F. Equal Opportunity and Accessibility

All AJCC services shall be provided in accordance with WIOA Section 188, applicable civil rights laws, and state and local equal opportunity requirements. Reasonable accommodation, auxiliary aids and services, language assistance, and program accessibility shall be provided to ensure

equitable access to services for all individuals. Language assistance services shall be provided at no cost to individuals with limited English proficiency, consistent with applicable federal and state requirements.

Identification, identity verification, and documentation requirements shall be applied consistently and shall not be used in a manner that creates unnecessary barriers to service or results in discriminatory treatment based on a protected characteristic.

The AJCC Customer Satisfaction Survey shall be made available to customers through accessible methods and formats, and feedback shall be reviewed periodically to identify opportunities for service improvement.

V. QUESTIONS REGARDING THIS DIRECTIVE

May be referred to the Executive Director of EEDD via Managers or designee.

VI. UPDATE RESPONSIBILITY

The Executive Director of EEDD and/or designee shall be responsible for updating this directive, as appropriate.

VII. APPROVED



PATRICIA VIRGEN
EXECUTIVE DIRECTOR

PV:jl

Attachment 1: AJCC Orientation

Attachment 2: Examples of Identification and Documentation

Attachment 3: Partner Agency Referral Form

WorkNet AJCC Job Seeker Orientation

0:01

Welcome to WorkNet, San Joaquin County's America's Job Center of California.

0:08

WorkNet brings together employment and training services in one location, so you don't have to navigate your job search alone.

0:17

Whether you're looking for work, exploring a new career path, or unsure where to begin, our goal is to help you move forward and build a pathway toward long term employment success.

0:30

AJCC services are available to the public.

0:33

You do not need to be unemployed, and you do not need to qualify for a special program to begin using many of our services.

0:43

All clients have access to basic career services.

0:46

These may include job search assistance, resume development workshops, hiring events, and access to computers, Internet, and job search tools.

1:01

Veterans and eligible spouses receive priority of services for programs funded by the US Department of Labor.

1:09

You may use these services independently or with assistance from staff, depending on your needs.

1:16

Staff are available to answer your questions, provide guidance, and help connect you to services that align with your goals.

1:25

Some individuals may be eligible for additional services funded under the Workforce Innovation and Opportunity Act or WIOA.

1:35

These services may include individualized career planning, supportive services, or occupational skills training.

1:45

Participation in WIOA funded programs is optional and based on eligibility, a staff member can help determine whether this option is appropriate for you.

1:57

To access certain services, you may be asked to register in Cal Jobs.

2:03

The information collected helps connect you to employment opportunities and helps us to meet federal and state reporting requirements.

2:13

WorkNet partners with several programs such as BDD's Wagner, Pfizer's Employment Program, the Department of Rehabilitation, Cal Works, and local adult education programs that provide employment, education and training services.

2:33

Staff can help identify which partner programs may best support your situation to ensure a positive experience for everyone.

2:43

Clients are expected to actively participate in services they choose.

2:48

Communicate about scheduled appointments, treat others respectfully, and follow all Center guidelines.

2:57

Information you share with us is kept confidential and used only for program and service purposes in accordance with state and federal law.

3:08

WorkNet is an equal opportunity employer and program.

3:12

Auxiliary aids and services are available upon request to individuals with disabilities.

3:19

If you need language assistance or accommodations, please let a staff member know.

3:25

After completing this orientation, center staff will guide you to your next step.

3:31

This may include registering in Cal jobs, accessing job search resources, attending a workshop, or meeting with a career specialist.

3:43

If you're unsure where to begin, that's OK, we are here to help.

3:48

AJCC services are provided at no cost.

3:53

Our hours of operation are Monday through Friday from 8:00 AM to 4:30 PM.

4:00

On Wednesdays, we close at 2:30 PM.

4:04

If you plan to meet with the staff or attend the scheduled service, please arrive with enough time before closing.

4:12

Thank you for visiting WorkNet.

4:14

Your feedback is important to us.

4:17

Visitors are invited to complete a customer satisfaction survey to share their experience and help us improve our services, and we encourage you to participate.

4:28

We look forward to supporting your employment and career goals.

Examples of Identification and Documentation

This attachment provides examples of identification and documentation that may be acceptable for various purposes. It is intended as a staff reference and does not establish a general identification requirement for AJCC services.

The type of information or documentation required depends on the specific service, program, or purpose for which it is being requested. Staff shall refer to the applicable federal, state, local, or program-specific requirements when determining whether documentation is required and what documentation may be accepted.

The examples in this attachment shall not be used to require government-issued photo identification, employment authorization documentation, or other documentation as a condition of entering the AJCC, completing orientation or visitor check-in, accessing publicly available resources, or receiving Basic Career Services when such documentation is not otherwise required.

Purpose	Rule
AJCC entry / Orientation / VosGreeter Check-in / Basic Career Services	No government-issued photo ID required
Locating or creating a customer record	Identifying information reasonably necessary to locate, create, or match the customer record
Release of confidential information	Identity verification appropriate to the information being released
WIOA enrollment	Documentation required by applicable WIOA/EDD eligibility requirements
Authorization to work	Documentation required under the applicable WIOA/EDD authorization-to-work requirements
Other partner/program services	Documentation required by that specific program

Whenever identification is requested, staff should explain the reason for the request in a clear and customer-centered manner. For example:

"To help us locate or create your record, we'll ask for some identifying information. If you're interested in WIOA-funded or other program services, we may also need certain information or documentation to determine eligibility. The type of documentation we need depends on the service or program. If a specific document is required and you don't have it, we'll explain what other documentation may be acceptable under the applicable program requirements."



Partner Agency Referral Form

Customer Information:

Name: _____

Address: _____

Phone Number: _____ Alternative Number: _____

Date of Birth: _____ Email: _____

Identifies as: ☐ Male ☐ Female Primary Language: _____

Services Requested: _____

Referred To:

Agency Name: _____ Contact Date: _____

Address: _____

Contact Person: _____ Contact Number: _____

Email: _____ Fax: _____

Appointment Date: _____ Appointment Time: _____

Release of Information Attached? Documents Needed for Appointment:

☐ Yes

☐ No

Referring Agency:

Agency Name: _____ Referral Date: _____

Contact Person: _____ Contact Number: _____

Email: _____ Fax: _____

Follow up / Result of Referral: *(Please route back to referring agency)*

☐ Customer attended the scheduled appointment.

☐ Customer did not attend the scheduled appointment.

☐ Customer Rescheduled for: Date: _____ Time: _____

Next Steps:

Additional Comments: