



Missouri Department of Higher Education and Workforce Development

**FREQUENTLY ASKED QUESTIONS (FAQs) ABOUT...**

**OWD Issuance 01-2019: One-Stop Center Memoranda of Understanding and Infrastructure Funding Agreements for Local Workforce Development Boards**

(Issued: July 01, 2019)

*Last updated: October 2019.*

**Q: What is the difference between a comprehensive, affiliate or specialized American Job Center?**

**A:** Comprehensive American Job Centers (AJC) are physical locations where job seekers and employers can access the programs, services, and activities of all required-one-stop partners during regular business hours. Some career services must be provided on-site, but there is no requirement that each required partner have on-site services. However, if services are not directly on-site, staff should be familiar enough with partner services to provide meaningful assistance or staff should assist the customer directly connecting (via technology) to the partner agency so that meaningful assistance occurs that day. \*Giving a customer a phone number or scheduling them an appointment for another day is not meaningful assistance.

An Affiliate American Job Center has one or more one-stop partners and are designed to supplement and enhance customer access. WIOA does not allow standalone Wagner-Peyser Employment Services offices. Local Workforce Development Boards (LWDB) may choose to operate affiliate or "access points to services" in addition to comprehensive American Job Centers. These affiliate sites allow for more flexibility in terms of the services and one-stop partner programs provided as these sites do not need to provide access to every required one-stop partner. [TEGL 16-16](#) suggests utilizing public libraries as access points.

A specialized American Job Center may be established to serve a particular population of individuals such as dislocated workers, youth, or key industry sectors. This specialized AJC could be in response to a mass lay-off and provide flexible hours and services tailored specifically for Dislocated Workers.

All AJCs must be accessible to individuals with disabilities.

Please direct all questions or comments regarding the Issuance of this FAQ document to [owdpolicy@dhewd.mo.gov](mailto:owdpolicy@dhewd.mo.gov). All active Issuances are available at [jobs.mo.gov/dwdissuances](https://jobs.mo.gov/dwdissuances). Expired/rescinded Issuances are available on request.

For information about [Workforce Development](#) services, contact a [Missouri Job Center](#) near you. Locations and additional information are available at [jobs.mo.gov](https://jobs.mo.gov) or 1-(888)-728-JOBS (5627).

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