
One Voice Proposed Priority Title:

Digital-First American Job Center Access Pilot
(Virtual.Primary.Front.Door.AJC.Demo)

Sponsoring Agency/Business:

Fresno Regional Workforce Development Board (FRWDB)

1. Request summary – provide specific “ask”. Keep this brief. It should not include the project history or background:

The Fresno Regional Workforce Development Board (FRWDB) requests that the U.S. Department of Labor, Employment and Training Administration (USDOL/ETA) authorize a pilot or waiver pathway allowing a local workforce area to operate a Virtual One-Stop/American Job Center as the primary customer access point, while retaining at least one fully compliant physical Comprehensive AJC that meets all federal requirements.

This request is designed to advance TEGl 05-25’s priorities to modernize and optimize service delivery, remove barriers to innovation, and improve accountability for outcomes. TEGl 05-25. It directly supports TEGl 05-25’s strategic pillars—especially Integrated Systems, Worker Mobility, Accountability, and Flexibility & Innovation—by creating a unified, navigable “front door,” streamlining intake, and expanding access through virtual and mobile-friendly services.

FRWDB requests a two- to four-year pilot approval period aligned with local planning and One-Stop certification cycles, with annual performance, accessibility, and compliance reviews. In exchange for expanded flexibility, FRWDB commits to propose and demonstrate measurable improvements and to report results consistent with TEGl 05-25 expectations; FRWDB is not seeking any waiver of participant or training-provider performance outcomes.

To support effective implementation and national consistency, FRWDB further requests that USDOL/ETA:

1. Issue national guidance confirming that a Virtual One-Stop may serve as a local area’s primary access point, provided at least one compliant physical Comprehensive AJC is maintained.
 2. Develop a standardized waiver template and expedited review process to allow states to submit streamlined requests on behalf of participating local areas.
 3. Provide technical assistance and model One-Stop certification criteria integrating virtual service delivery, customer satisfaction, programmatic access, and physical accessibility.
 4. Encourage scalable state-level approval pathways—such as Workflex—so states can approve local waivers more efficiently where appropriate.
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2. About the Priority: (Provide specific information about your proposed priority. Include information you want included in the trip materials.)

Under this proposed pilot, FRWDB will continue to fully comply with WIOA requirements that each local workforce area operate at least one physical Comprehensive AJC, including maintaining on-site WIOA Title I staff presence, posted hours of operation, and full in-person service availability for customers who require or prefer face-to-face assistance.

TEGL 05-25 encourages states and local areas to modernize frontline services by investing in virtual and mobile services and ensuring self-service options are readily available, including via mobile phones.

Consistent with that direction, and through USDOL/ETA pilot guidance and/or waiver approval, the Virtual One-Stop would function as the primary entry point for most customers, offering:

- Online intake, orientation, eligibility screening, assessments, workshops, referrals, and follow-up services
- Real-time assistance from workforce staff via phone, video, and chat platforms
- Remote delivery of career services where allowable, including services permitted to be provided “by phone or via other technology”
- Use of digital tools to enhance career navigation and mobility; provide personalized guidance and skills-based recommendations; allow event registration; streamline intake and eligibility determination; and make virtual connections with AJC staff

This model preserves customer choice, strengthens access across a geographically large workforce area, and supports a more unified, navigable system aligned with TEGL 05-25’s modernization goals.

3. Priority background – (Include the priority issues, history and an explanation of the regional significance if not provided in question 1)

Transportation, accessibility, and air quality are persistent challenges in Fresno County. The county’s large geographic footprint, limited public transportation options in rural communities, and long travel distances to Physical One-Stop/American Job Centers create significant access barriers for both urban and rural job seekers seeking timely workforce services.

These transportation demands also contribute to Fresno County’s ongoing air quality challenges, as increased vehicle use exacerbates emissions in a region already prone to poor air conditions due to geography and environmental factors. Expanding service delivery through a Virtual One-Stop would reduce the need for frequent travel, improve timely access to workforce services, and support cleaner air through reduced transportation-related emissions.

TEGL 05-25 frames AJCs as hubs for innovation and explicitly encourages modernization through virtual and mobile service delivery.

This priority leverages that direction to:

- Reduce time-to-service and improve customer experience through streamlined intake and digital navigation tools (supporting Integrated Systems).
- Improve customer progress toward higher-wage employment through clearer steps, guidance, and mobility-enhancing tools (supporting Worker Mobility).
- Deliver measurable and transparent results, with annual reporting of pilot measures and outcomes (supporting Accountability).
- Enable continuous iteration and faster feedback loops to improve service delivery over time (supporting Flexibility & Innovation).

In addition, a Virtual One-Stop model would generate cost savings by reducing demand for transportation assistance and supportive service waivers, allowing resources to be redirected toward direct participant services, technology enhancements, and program improvements that strengthen workforce outcomes.

4. If your priority is not transportation related, are there any transportation policy connections?

While this priority is workforce-focused, it has clear and meaningful transportation policy connections. The request to operate a Virtual One-Stop is directly informed by transportation challenges faced by Fresno County residents—particularly those in rural and underserved communities—who must travel long distances to access Physical One-Stop/American Job Centers.

TEGL 05-25 also encourages the use of mobile AJCs to meet customers where they are, particularly in rural areas. The Virtual One-Stop model complements this approach by reducing reliance on transportation for routine workforce services, improving transportation efficiency, lowering emissions, and supporting broader regional goals related to mobility, environmental sustainability, and equitable access to public services. A virtual-first model complements mobile strategies by ensuring customers can access self-service options by phone, connect to staff remotely, and reduce unnecessary travel—while preserving full in-person service at a compliant Comprehensive AJC.

5. Attach high-resolution photos, graphics or other explanatory attachments for the One Voice trip materials. Do not copy and paste them here, attach them as separate electronic files. Then, describe the attachments and include them with your submittal.

Not Applicable.

6. Contact – Include the contact information for the priority submittal and the contact information of the person that will be attending the One Voice trip to speak on behalf of the priority:

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