

JERSEY CITY ONE STOP CAREER SYSTEM

CUSTOMER

Bill of Rights

THE JERSEY CITY EMPLOYMENT AND TRAINING PROGRAM IN PARTNERSHIP WITH THE HUDSON COUNTY WORKFORCE INVESTMENT BOARD, IN ITS EFFORT TO ACHIEVE CUSTOMER SATISFACTION, INSURES THAT ALL OF ITS CUSTOMERS WILL RECEIVE QUALITY SERVICES AS FOLLOWS:

1. CUSTOMERS WILL HAVE A SINGLE POINT OF ENTRY WITHIN THE SYSTEM
2. CUSTOMERS CAN EXPECT EASY AND RAPID ACCESS TO CENTER SERVICES AND BETWEEN SYSTEM AND PROGRAM SERVICES
3. CUSTOMERS WILL CONTINUE WITHIN THE SYSTEM OVER TIME AND ACROSS PARTNERS UNTIL THEIR GOALS ARE MET
4. CUSTOMERS WILL BE PROVIDED WITH A COMFORTABLE, USER FRIENDLY ENVIRONMENT WITH A DIVERSE AND DEDICATED STAFF UTILIZING THE LATEST TECHNOLOGY
5. CUSTOMERS WILL BE OFFERED CHOICES IN SYSTEM ACCESS, DELIVERY METHODS, SERVICE INTENSITY, AND SERVICE PROVIDER
6. CUSTOMERS WILL RECEIVE ACCURATE INFORMATION AND CLEAR EXPECTATIONS ON SYSTEM AND PARTNER SERVICES AT ANY POINT OF ENTRY
7. CUSTOMERS CAN EXPECT TO BE LINKED WITH ALL NEEDED, WANTED, AND APPROPRIATE SERVICES WITHIN THE SYSTEM
8. CUSTOMERS WILL BE REFERRED TO SYSTEM PARTNER PROGRAMS FOR SERVICES AVAILABLE TO DETERMINE ELIGIBILITY FOR AVAILABLE SERVICES
9. CUSTOMERS WHO RECEIVE "CORE SERVICES" WILL HAVE THAT INITIAL ASSESSMENT ACCEPTED BY ALL SYSTEM PROGRAM PARTNERS
10. CUSTOMERS WILL RECEIVE INFORMATION ON CONFLICT RESOLUTION
11. CUSTOMER FEEDBACK ON THE SYSTEM PROCESSES WILL RESULT IN CONTINUOUS IMPROVEMENT OF THE SYSTEM

*JCETP is an equal opportunity employer with equal opportunity programs.
Auxiliary aids and services are available upon request to individuals with disabilities.*