

ARIZONA@WORK Job Center Certification Tool

Comprehensive Site

Name of Site Assessed: _____

Location Address: _____

Type: Comprehensive Site

Date: _____

My signature below certifies that I completed the assessment as documented on the attached pages:

Assessment Team:

Printed Name

Signature

Printed Name

Signature

Printed Name

Signature

Instructions: Complete the assessment for each comprehensive ARIZONA@WORK Job Center location. If necessary, provide an additional document with other certification team members not listed above.

Section	Topic
1	Physical Accessibility
2 (A, B)	Programmatic Accessibility
3 (A, B, C)	Career Services
4 (A, B)	Business Services
5	Employment & Training
6	Additional Youth Measures
7	Continuous Improvement

For each assessment criteria, the evaluation team records whether the criteria is present (yes) or not present (no) at the evaluation site. This is not intended to be an in-depth analysis of the quality of services offered or to replace the in-depth monitoring performed by the Department of Economic Security.

In the column labeled Supporting Data Source(s), the evaluation team lists the data source(s) that supports the answer. Examples of data sources include evaluator direct observation, results from the customer satisfaction survey, interviews or focus groups with staff who directly provide services, interviews or focus groups with job seeker or employer customers, and written documentation such as data reports, written policies and procedures etc. Written documentation should supplement, but not replace on-site visits/interviews by the assessment team.

At the completion of the assessment, if the LWDB has identified areas where measures are not met, LWDBs should seek technical assistance to achieve full compliance prior to submitting to the Council for approval.

Section One: Physical Accessibility

1. Physical accessibility is the extent to which facilities are designed, constructed, or altered so they are accessible and usable to individuals with disabilities.			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Is convenient for customers (including those with barriers to employment).			
2. Is accessible by public transportation (where available).			
3. Has adequate parking.			
4. Can be entered by ramps that meet Americans with Disabilities Act (ADA) standards.			
5. External signage clearly identifies the location as an ARIZONA@WORK site.			
6. Is easy for customers to access services, resources, and staff assistance.			
7. Has internal signage to help customers easily navigate the center.			
8. Has adequate space available for customer reception, workshops, on-site employer recruitment events, visiting partners, and Center staff.			
9. Has adjustable workstations for customers with disabilities.			
10. Has accessible bathrooms and other internal spaces consistent with ADA standards.			
11. Has adequate safety and security precautions to protect customers and staff.			
12. Has emergency evacuation procedures including for the needs of individuals with disabilities.			

Section Two: Programmatic Accessibility

2A. Customers must have access to programs, services, and activities during regular business days at an ARIZONA@WORK Job Center.			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Makes reasonable accommodations for people with disabilities. (678.800, 29 CFR part 38)			
2. Modifies policies, practices, and procedures when needed to avoid discrimination against people with disabilities. (678.800, 29 CFR part 38)			
3. Administers programs in the most integrated setting appropriate. (678.800, 29 CFR part 38)			
4. Communicates with people with disabilities as effectively as with others. (678.800, 29 CFR part 38)			
5. Provides appropriate auxiliary aids and services, including assistive technology devices and services, for people with disabilities to participate in programs and activities. (678.800, 29 CFR part 38)			
6. Ensures that people with disabilities can access virtual services in a way comparable to access for others.			
7. Has at least one Title I staff person physically present. (678.305)			
8. Provides customers with access to programs, services, and activities during regular business hours. (678.305 c)			
9. Provides customers with access to programs, services, and activities during hours & days beyond regular business hours based on an evaluation of need by the LWDB. (678.800)			

2B. Programmatic Access to each partner program and its services is met through which of the following means (678.305 d):

(P1) A program staff member is physically present at the site.

(P2) A staff member from a different partner program is physically present and appropriately cross-trained to provide information to customers about the partner program.

(P3) Use a direct linkage by phone or through real-time web-based communication to a program staff member who provides meaningful information or services to customers within a reasonable time. Solely providing a phone number, web site, or information, pamphlets, or materials is not a direct linkage.

How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
1. Programs authorized under title I of WIOA, including:				
a. Adults;				
b. Dislocated workers;				
c. Youth;				
d. Job Corps;				
e. YouthBuild;				
f. Native American programs;				
g. Migrant Seasonal Farm Worker program;				
2. Wagner-Peyser Act Employment Service				
3. Adult Education and Family Literacy program (Title II);				
4. Vocational Rehabilitation program (Title IV)				
5. Senior Community Service Employment Program for low-income, unemployed seniors.				
6. Career and technical education programs at the postsecondary level.				
7. Trade Adjustment Assistance activities.				
8. Disabled Veteran Outreach Program & Local Veteran Employment Representatives (DVOP & LVER).				
9. Employment and training through Community Action Programs; (Community Services Block Grant).				
10. Employment and training activities funded by US Housing and Urban Development.				
11. Programs authorized under State unemployment compensation laws.				
12. Criminal Justice Reentry programs. (Second Chance Act of 2007 - 42 U.S.C. 17532)				

Part Three: Basic, Individualized, and Follow Up Career Services

3A. Basic career services <u>must</u> be made available and, at a minimum, <u>must</u> include the following services (TEGL 19-16).			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Has a process for determining eligibility to receive assistance from the adult, dislocated worker, or youth programs; (678.430 a.1)			
2. Has outreach, intake (including worker assessment), and orientation to information and other services available through the workforce delivery system. (678.430 a.2)			
3. Provides initial assessment of skill levels. This includes literacy, numeracy, and English language proficiency, aptitudes, abilities (including skills gaps), and supportive service needs. (678.430 a.3)			
4. Provides labor exchange services, including job search and placement assistance. (678.430 a.4)			
5. Provides career counseling, including information on in-demand industry sectors and occupations, when needed. (Sec. 3(23) of WIOA) (678.430 a.4)			
6. Provides information on nontraditional employment. (678.430 a.4) Non-traditional employment is defined as employment where more than 75 percent of the workforce is of the opposite gender--or conversely where less than 25 percent of the workforce is the same gender.			
7. Provides appropriate recruitment and other business services on behalf of employers. (678.430 a.4) This includes information and referrals to specialized business services other than those traditionally offered through the workforce delivery system.			
8. Provides referrals to and coordination of activities with other workforce development programs and services. (678.430 a.5)			
9. Provides workforce and labor market employment statistics information for the local, regional, and national labor market areas, including: (678.430 a.6)			
a. Job vacancy listings in labor market areas; (678.430 a.6)			

3A. Basic career services must be made available and, at a minimum, must include the following services (TEGL 19-16).

ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
b. Information on job skills necessary to obtain the vacant jobs listed; (678.430 a.6)			
c. Information on local in-demand occupations and the earnings, skill requirements, and opportunities for advancement in those jobs; (678.430 a.6)			
10. Provides performance and program cost information on eligible providers of education, training, and workforce services by program and type of provider. (678.430 a.7)			
11. Provides information on how the local area is performing on local performance accountability measures, and other performance information relating to the workforce system. Must be in usable and understandable formats and languages. (678.430 a.8)			
<p>12. Provides information and appropriate referrals to supportive services or assistance. Must be in usable and understandable formats and languages. (678.430 a.9)</p> <p>Services include: Child care; Child support; Medical or child health assistance through AHCCCS & Children’s Health Insurance Program; Supplemental Nutrition Asst. Program (SNAP); Earned income tax credit; TANF & other supportive services & transportation provided through that program;</p>			
13. Provides information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. (678.430 a.10)			
<p>14. Complies with meaningful assistance requirement above by: (678.430 a.10)</p> <p>a. On-site assistance using staff well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or</p> <p>b. Assistance by phone or other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.</p>			

3A. Basic career services must be made available and, at a minimum, must include the following services (TEGL 19-16).

ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
15. Provides assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA (i.e. Pell grants, GI bill etc.). (678.430 a.11)			

3B. Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following: (TEGL 19-16).

ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Administers comprehensive and specialized assessment of skill levels and activity/service needs. (678.431 b.1) Includes diagnostic testing or other assessment tools, in-depth interviewing, and evaluation to identify employment barriers and appropriate employment goals.			
2. Develops an individual employment plan (IEP). IEP identifies employment goals, achievement objectives, and a combination of services for the participant to achieve his or her goals, including the list of eligible training providers. (678.430 b.2)			
3. Provides group counseling. Includes vocational, financial, and personal counseling, including mental health, drug, and alcohol counseling, and referrals to partner programs, offered in a group setting. (678.430 b.3)			
4. Provides individual counseling. (678.430 b.4) Includes vocational, financial, and personal counseling, including mental health, drug, and alcohol counseling, and referrals to partner programs, offered in an individual setting.			
5. Provides career planning. (678.430 b.5) Career planning means services designed to prepare and coordinate comprehensive employment plans, and			

3B. Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following: (TEGL 19-16).

ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
provide job, education, and career counseling both during program participation and after job placement.			
<p>6. Provides short-term pre-vocational services. (678.430 b.6)</p> <p>Short-term development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.</p>			
<p>7. Provides internships and work experiences that are linked to careers as described in individual employment plans. (678.430 b.7)</p>			
<p>8. Provides workforce preparation activities. (678.430 b.8)</p> <p>Means activities, programs, or services to help a participant acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education or training, or employment.</p>			
<p>9. Provides financial literacy services. (678.430 b.9)</p> <p>Gain the knowledge, skills, and confidence to make informed financial decisions with strategies such as budgeting, banking, managing spending and credit, understanding financial products, and protecting against identity theft (681.500).</p>			
<p>10. Out-of-area job search assistance and relocation assistance. (678.430 b.10)</p> <p>Means conduct a job search in a geographic area outside the individual's labor market area.</p> <p>Means assisting a participant to move to a new residence to accept permanent employment.</p>			
<p>11. English language acquisition and integrated education and training programs. (678.430 b.11)</p>			

3B. Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following: (TEGL 19-16).

ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
3C. Follow-up services <u>must</u> be provided, as appropriate, including: (See TEGL 19-16 for additional guidance).			
<p>1. Provides follow-up services for participants in adult or dislocated worker programs who are placed in unsubsidized employment, for up to 12 months after the first day of employment. (678.430 C and TEGL 19-16)</p> <p>Identify the follow-up services available to participants.</p> <p>One example of a follow-up service is counseling regarding the workplace.</p>			

Section Four: Business Services – Required and Optional

4A. Businesses Services Required Through ARIZONA@WORK Job Center - Certain career services <u>must</u> be made available to local employers (20 CFR 678.435).			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
<p>1. Provides labor exchange services including appropriate recruitment and other business services on behalf of employers.</p> <p>This includes information and referrals to specialized business services other than those traditionally offered through the workforce delivery system. (678.435, 678.430 a.4) (Same as 4ii in career services)</p>			
<p>2. Provides workforce and labor market employment statistics information for local, regional, and national labor market areas, including: (678.435, 678.430 a.6) (Same as 6 in career services)</p>			
<p>a. Job vacancy listings in labor market areas; (678.430 a.6)</p>			
<p>b. Information on job skills necessary to obtain the vacant jobs listed; (678.430 a.6)</p>			
<p>c. Information on local in-demand occupations and the earnings, skill requirements, and opportunities for advancement in those jobs; (678.430 a.6)</p>			
<p>3. Develops relationships and networks with large and small employers and their intermediaries. (678.435)</p>			
<p>4. Develops, convenes, or implements industry or sector partnerships for the LWDA. (20 CFR 678.435)</p>			

4B. Optional services: Customized business services may be provided to employers, employer associations, or other such organizations (20 CFR 678.435).			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
<p>1. Provides customized screening and referral of qualified participants in training services to employers; (678.435)</p>			
<p>2. Provides customized services to employers, employer associations, or other such organizations, on employment-related issues; (678.435)</p>			

4B. Optional services: Customized business services may be provided to employers, employer associations, or other such organizations (20 CFR 678.435).

ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
3. Provides customized recruitment events and related services for employers including targeted job fairs; (678.435)			
4. Human resource consultation services, including but not limited to assistance with: (678.435)			
a. Writing/reviewing job descriptions and employee handbooks; (678.435)			
b. Developing performance evaluation and personnel policies; (678.435)			
c. Creating orientation sessions for new workers; (678.435)			
d. Honing job interview techniques for efficiency and compliance; (678.435)			
e. Analyzing employee turnover; (678.435)			
f. Creating job accommodations and using assistive technologies; (678.435)			
g. Explaining labor and employment laws to help employers comply with discrimination, wage/hour, and safety/health regulations; (678.435)			

Section Five: Employment and Training Activities

5. ARIZONA@WORK Job Center provides access to any employment and training activities defined in 20 CFR 680.200. This list is not all-inclusive. Additional training services may be provided.			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Offers occupational skills training, including training for nontraditional employment; (680.200)			
2. Offers on-the-job training (OJT) (680.200) (see § 680.700, 680.710, 680.720, and 680.730);			
3. Offers Incumbent worker training, (680.200) In accordance with WIOA sec. 134(d)(4) and §§ 680.780, 680.790, 680.800, 680.810, and 680.820;			
4. Offers programs that combine workplace training with related instruction, which may include cooperative education programs; (680.200)			
5. Offers training programs operated by the private sector; (680.200)			
6. Offers skills upgrading and retraining; (680.200)			
7. Offers entrepreneurial training; (680.200)			
8. Offers transitional jobs; (680.200) Means employment that provides a time-limited work experience that is wage-paid and subsidized, and is in the public, private, or non-profit sectors, for those individuals with barriers to employment who are chronically unemployed or who have an inconsistent work history.			
9. Offers job readiness training provided in combination with services listed in 1 thru 8; (680.200)			
10. Offers adult education and literacy activities, including English Language Acquisition, provided concurrently or in combination with services listed in 1 thru 7. (680.200)			
11. Offers customized training conducted with a commitment by one or more employers to employ an individual upon successfully completing training. (680.200)			

Customized training is designed to meet the specific needs of one or more employers and for which the employer(s) pay a significant cost of the training.			
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Section Six: Additional Youth Services Measures

6. Additional youth services measures. (See TEGL 21-16)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
4. Has direct access to all 14 youth program elements required in 20 CFR 681.460:			
a. Tutoring, study skills training, instruction, and dropout prevention;			
b. Alternative secondary school services or dropout recovery services;			
c. Paid and unpaid work experience;			
d. Occupational skills training;			
e. Education offered concurrently with workforce preparation and training for a specific occupation;			
f. Leadership development opportunities;			
g. Supportive services;			
h. Adult mentoring;			
i. Follow-up services;			
j. Comprehensive guidance and counseling;			
k. Financial literacy education;			
l. Entrepreneurial skills training;			
m. Services that provide labor market information;			
n. Postsecondary preparation and transition activities.			

Section Seven: Continuous Improvement Measures

7. ARIZONA@WORK Job Center Continuous Improvement Measures.			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Makes quality referrals to partner programs (as outlined in the MOU) that are likely to convert to service.			
2. Keeps track of referrals and reports progress on follow through. A system is in place for partners to follow-through and report progress on referrals made.			
3. Captures job seeker feedback through the Arizona job seeker satisfaction survey and uses the data to improve services. (678.800 c) (This measure does not apply in the initial certification year.)			
4. Captures employer feedback through the Arizona employer satisfaction survey and uses the data to improve services. (678.800 c) (This measure does not apply in the initial certification year.)			

Suggestions for Conducting Certification Assessment

1. If utilizing LWDB members for the certification team, request volunteers as soon as possible to give adequate preparation. It is recommended to have the Board members work in pairs with an experienced Board member paired with a Board member who is relatively new to the Board.
2. The LWDB has flexibility in how it assigns assessment teams to conduct the assessment. The assessment can be completed in multiple visits if necessary. Different teams can be used to assess multiple centers.
3. Provide the assessment tool to the site manager for review and request recommendations of center staff that the assessment team should interview. It may take multiple interviews to cover all of the partner programs located at the site being evaluated. It is possible to use administrative staff to serve as a resource, but the assessment must be completed by an assessment team outlined in the policy.
4. When conducting interviews, it is helpful to have one assessment team member conduct the interview and one member takes notes on the assessment tool.
5. The assessment tool is structured for yes and no answers. It is helpful for the assessment team to ask follow-up questions such as asking the staff person to say more about whatever topic is being addressed or ask for examples. The additional information obtained from the interviews, even though it does not need to be submitted with the final assessment, can be valuable in the LWDB's strategic planning process and monitoring of the One Stop Operator. Teams may want to have a separate copy of the tool to take more detailed notes to use for presentation to the Board and for strategic planning.