

Workforce Arizona Council
Certification of ARIZONA@WORK Job Center Policy

POLICY NAME: Certification of ARIZONA@WORK Job Center Policy

POLICY NUMBER: 05

EFFECTIVE DATE: June 1, 2023

ISSUING AGENCY: Workforce Arizona Council

SCOPE: Workforce Arizona Council (Council), Arizona Department of Economic Security (DES) Staff, Arizona Department of Education (ADE) Staff, Arizona Commerce Authority/Office of Economic Opportunity (ACA/OEO) Staff, Local Workforce Development Boards (LWDBs), Local Workforce Administrative Entities, One-Stop Operators and Workforce Stakeholders

REFERENCES: Title I of the Workforce Innovation and Opportunity Act (WIOA) of 2014, (Pub. L. 113-128); WIOA Final Regulations – 20 CFR 678.800, 34 CFR 361.800, and 34 CFR 463.800, USDOL Employment and Training Guidance Letters 4-15, 16-16, and 19-16.

OBJECTIVE: To establish state-wide objective criteria for use by the Local Workforce Development Boards (LWDBs) to certify the ARIZONA@WORK Job Centers. LDWDBs must certify the comprehensive, affiliate and specialized centers in order to be eligible to use infrastructure funds in the State funding mechanism. This policy applies to ARIZONA@WORK Job Center comprehensive, affiliate, and specialized sites.

TABLE OF CONTENTS:

- I. Definitions
- II. Certification Process
- III. Certification Frequency
- IV. Certification Teams
- V. Certification Assessment Tool
- VI. Submission

I. Definitions

ARIZONA@WORK Comprehensive Job Center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required ARIZONA@WORK Job Center partners.

ARIZONA@WORK Affiliate Job Center is a site that makes available to job seekers and employer customers one or more of the ARIZONA@WORK Job Center partners' programs, services, and activities. An affiliate site does not need to provide access to every required ARIZONA@WORK Job Center partner program. Affiliate sites are access

points in addition to the comprehensive ARIZONA@WORK Job Center center(s) in each LWDA used to supplement and enhance customer access to services. All affiliate sites must be physically and programmatically accessible to individuals with disabilities.

ARIZONA@WORK Network of Partners or Specialized Centers: Any network of ARIZONA@WORK Job Center partners or specialized centers that must be connected to the comprehensive ARIZONA@WORK Job Center in the area, as well as, any appropriate affiliate centers.

ARIZONA@WORK One Stop Delivery System: The one-stop delivery system brings together workforce development, educational, and other human services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. ARIZONA@WORK partners administer separately funded programs as a set of integrated streamlined services to customers.

II. Certification Process

The ARIZONA@WORK Job Center Certification is intended to ensure that every comprehensive and affiliate site is in compliance with key WIOA statutory and regulatory requirements. LWDBs will complete the certification assessment tool and submit a letter signed by the LWDB Chair and Executive Director certifying their comprehensive and affiliate sites to the Council. The following requirements will be outlined in the assessment:

1. Physical accessibility
2. Programmatic accessibility
3. Career services
4. Business services
5. Employment and training
6. Youth measures
7. Continuous improvement

III. Certification Frequency

- A. The LWDB must evaluate and certify each ARIZONA@WORK Job Center once every three years at minimum using the assessment tools adopted by the Council and any additional measures adopted by the LWDB.
- B. The LWDB may require site evaluations and certification more frequently as determined appropriate and warranted by the LWDB.
- C. The LWDB must regularly monitor progress in meeting the proposed goals, and develop a plan for continuous improvement if necessary. Progress in meeting these goals should be outlined in the future certification process.

IV. Certification Teams

- A. The LWDB must establish a certification assessment team that is responsible for conducting an independent and objective evaluation of each comprehensive, affiliate, and specialized ARIZONA@WORK Job Center in the LWDA and make certification recommendations to the LWDB. The LWDB must certify each site.
- B. LWDBs may choose to use board staff, LWDB members, a subcommittee, or a neutral third-party to conduct the open, independent evaluation of each comprehensive and affiliate/specialized Job Center. Based on those evaluations, the individual(s) or entity that conducted the independent review can provide recommendations to the LWDB regarding certification status and continuous improvement strategies. The LWDB must submit the certification assessment tools for each of the comprehensive and specialized/affiliate job centers in the local area.
- C. The LWDB certification assessment team must be free of real or perceived conflicts of interest; therefore, the job center staff, partner programs, one-stop operators, any service provider, or fiscal agent staff may not participate on the LWDB certification assessment team. These entities may provide information to the certification assessment team as data resources to support the work of the assessment team, as needed.
- D. The Council is required to certify a LWDA's ARIZONA@WORK Job Center when the LWDB also serves as the one-stop operator. In these cases, the Council will establish a certification assessment team and certify the job center. The LWDB should consult the Workforce Council Project Manager when questions arise related to the certification assessment teams.

V. Certification Assessment Tool

- A. LWDBs must use the ARIZONA@WORK Job Center Certification Assessment Tool to certify all comprehensive, affiliate, and specialized sites in their LWDA.
- B. LWDBs may establish criteria and set higher standards for service coordination than those set by the Council. LWDBs must also review and update all additional criteria and standards every two years as part of the WIOA Local Plan update process.
- C. For each measure, the LWDB assessment team will record whether the criteria is present or not at the ARIZONA@WORK Job Center site. In the column labeled supporting data source(s), the assessment team will list the information relevant to the measure. Written documentation should supplement, but not replace on-site visits by the assessment team.
- D. 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 the assessment tool and letter to the Council for approval.

VI. Certification and Submission

Assessment tools and letters will be reviewed by Council staff and presented to the Executive Committee and Full Council for approval.

If a LWDB cannot meet the deadline for submission, they must notify the Council in writing to request an extension 30 days prior to the next Full Council meeting.

Local Boards must electronically submit their certification letter and assessment tools via email to the Workforce Arizona Council staff at Workforce.Council@oeo.az.gov.

CONTACT ENTITY: Inquiries regarding this policy should be directed to the Workforce Arizona Council staff at Workforce.Council@oeo.az.gov

ATTACHMENTS:

Attachment A: ARIZONA@WORK Job Center Certification Assessment Comprehensive

Attachment B: ARIZONA@WORK Job Center Certification Assessment
Affiliate/Specialized