ARIZONA@WORK Job Center
Part I – Compliance with WIOA Regulations
Certification Assessment Tool for Affiliate and Specialized Sites

Name of Site Assessed: _____

Location Address: _____

Dates of Assessment: _____

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

Certification Assessment Team:

Printed Name	Board Member, Board Staff or Other Title	Signature when completed
Printed Name	Board Member, Board Staff or Other Title	Signature when completed
Printed Name	Board Member, Board Staff or Other Title	Signature when completed

Instructions: Complete one Part I assessment for each ARIZONA@WORK Job Center location according to the following chart:

Section	Topic
1	Physical Accessibility
2 (A, B)	Programmatic Accessibility
7 (A)	Continuous Improvement
8	Affiliate or Specialized Site

The Part I Certification Assessment Tool was separated into two sections. There is now a tool specific for auditing Comprehensive sites and one for Affiliate/Specialized sites. Please note that the sections of the two tools are numbered the same as the original Part I tool sections for consistency purposes and trending.

For each assessment criterion, the evaluation team records whether the criterion is present (yes), not present (no), or is not applicable (N/A) at the evaluation site. If the question is answered N/A, a justification **must** be noted. 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)/Justification, the evaluation team lists the data source(s) and/or justification that supports whether the criterion is present, not present, or does not apply. Questions with the N/A areas greyed out require a yes or no 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, identify all required measures that were not present at the ARIZONA@WORK Job Center. The Local Workforce Development Board (LWDB) must work with each ARIZONA@WORK Job Center and the One Stop Operator to create a corrective action plan to bring the ARIZONA@WORK Job Center into full compliance with all required measures before the ARIZONA@WORK Job Center can be certified.

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Section One: Physical Accessibility

1. Physical accessibility to 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**	**N/A**	**Supporting Data Source/Justification**
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 ADA standards. (ADA = Americans with Disabilities Act)				
5. Has external signage clearly identifies the location as an ARIZONA@WORK Job Center.			▓	
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.			▓	

Tally of Answers for Section 1					
YES		**NO**		**N/A**	

Section Two: Programmatic Accessibility

2A. Programmatic Accessibility: Customers must have access to these programs, services, and activities during regular business days at an ARIZONA@WORK Job Center.				
ARIZONA@WORK Job Center Compliance Criteria	**Yes**	**No**	**N/A**	**Supporting Data Source/Justification**
1. Makes reasonable accommodations for people with disabilities. (20 CFR 678.800, 29 CFR part 38)				
2. Modifies policies, practices, and procedures when needed to avoid discrimination against people with disabilities. (20 CFR 678.800, 29 CFR part 38)				
3. Administers programs in the most integrated setting appropriate. (20 CFR 678.800, 29 CFR part 38)				
4. Communicates with people with disabilities as effectively as with others. (20 CFR 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. (20 CFR 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. (20 CFR 678.305) (**Does not apply to affiliate and specialized sites.)**				
8. Provides customers with access to programs, services, and activities during regular business hours. (20 CFR 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. (20 CFR 678.800)				

Tally of Answers for Section 2A					
YES		**NO**		**N/A**	

2B. Programmatic Access to each partner program and its services is met through either: P1, P2, or P3					
(P1) A program staff member is physically present at the site. (20 CFR 678.305 d)					
(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. (20 CFR 678.305 d)					
(P3) Use a direct linkage by phone or through <u>real-time</u> 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 information, pamphlets, or materials is <u>not</u> a direct linkage. (20 CFR 678.305 d)					
1. Programs authorized under Title I of WIOA, including:	**P1**	**P2**	**P3**	**N/A**	**Supporting Data Source/Justification**
a. Adults;					
b. Dislocated workers;					
c. Youth;					
d. Job Corps;					
e. YouthBuild;					
f. Native American programs; and					
g. Migrant Seasonal Farm Worker program;					
2. Wagner-Peyser Act Employment Service; (Title III, WIOA)					
3. Adult Education and Family Literacy program; (Title II, WIOA);					
4. Vocational Rehabilitation program; (Title IV, WIOA)					
5. Senior Community Service Employment Program for low-income, unemployed seniors; (P.L. 113-128, WIOA)					
6. Career and technical education programs at the postsecondary level;					
7. Trade Adjustment Assistance activities; (TAARA 2015, P.L. 114-27)					
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; and					
12. Criminal Justice Re-entry programs (Second Chance Act of 2007 - 42 U.S.C. 17532)					

Tally of Answers for Section 2B					
YES		**NO**		**N/A**	

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Section Seven: Continuous Improvement Measures

7A. ARIZONA@WORK Job Center Continuous Improvement Measures.				
ARIZONA@WORK Job Center Compliance Criteria	**Yes**	**No**	**N/A**	**Supporting Data Source/Justification**
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. (20 CFR 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. (20 CFR 678.800.c) **(This measure does not apply in the initial certification year.)**				

NOTE: N/A can only be marked for #3 and #4 if this is an initial certification year.

Tally of Answers for Section 7A					
YES		**NO**		**N/A**	

Section Eight: Requirements Specific to Affiliate and Specialized Centers

8. Meets all regulatory requirements to be an affiliate and specialized ARIZONA@WORK Job Center (20 CFR 678.310, 678.315 and 678.320).				
ARIZONA@WORK Job Center Compliance Criteria	**Yes**	**No**	**N/A**	**Supporting Data Source/Justification**
1. Makes available to job seeker and employer customers one or more of the ARIZONA@WORK Job Center partners' programs. (20 CFR 678.310) Services and activities are offered in a way that supplements and enhances customer access to services. (20 CFR 678.310) (Programs that are offered are listed under section 2B-1, page 4, of this tool.)				
2. Includes other eligible partners if Wagner-Peyser Act employment services are offered in an affiliate site or specialized center. (20 CFR 678.315) An affiliate site or a specialized center must include other programs besides Wagner-Peyser Act employment services, local veterans' employment representatives, disabled veterans' outreach program specialists, and unemployment compensation. If Wagner-Peyser Act employment service and any of these three programs are provided at an affiliated site or specialized center, an additional partner or partners must have a presence of combined staff in the center more than 50% of the time the center is open.				
3. Is connected to the comprehensive ARIZONA@WORK Job Center and any appropriate affiliate ARIZONA@WORK Job Centers. (678.320) For example, there are processes in place to make referrals to these centers and the partner programs located in them. (20 CFR678.320)				

Tally of Answers for Section 8					
YES		**NO**		**N/A**	

Please use the section below to elaborate further on the criterion that was not met. Use additional pages as needed

Total Tally of Answers for Assessment					
YES		**NO**		**N/A**	

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Guidance for Conducting the Part I Certification Assessment State Workforce Policy #6
(Certification of ARIZONA@WORK Job Center Policy)

Composition of the Certification Assessment Team:
The LWDB must identify a certification assessment team to conduct an independent and objective evaluation of each affiliated and specialized ARIZONA@WORK Job Center.

The LWDB certification assessment team must be comprised of LWDB members and LWDB staff. The LWDB should request volunteers to serve on the certification assessment team as soon as possible to give adequate time to prepare for the evaluation. It is recommended to experienced LWDB members and LWDB staff paired with those who are relatively new to the Board.

The LWDB may use experts from the state level or outside the local area to ensure the evaluation is objective. The LWDB may also use local experts, who represent targeted populations, with no financial ties to the ARIZONA@WORK Job Center.

The certification assessment team must be free of real or perceived conflicts of interest Therefore the One-Stop Operator, partner programs, any service provider, or fiscal agent staff must not participate on the 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. (Section V.B of WAC policy 04-2016 ARIZONA@WORK Job Center One Stop Center Operator Selection Policy)

Where the LWDB serves as the One-Stop Operator, the State WDB is required to certify the ARIZONA@WORK Job Center. The State WDB will identify the certification assessment team, which will consist of State WDB staff, Department of Economic Security (DES) staff, and LWDB members.

Assessment of the ARIZONA@WORK Job Center:
The assessment can be completed in multiple visits and different teams can be used to assess multiple centers. The final report must be consolidated if two different teams are assessing the same center at varying times.

The assessment tool will be provided in advance to the Job Center manager for review. Recommendations will be requested from the site manager as to which of the center staff should be interviewed by the assessment team. It may take multiple interviews to cover all the partner programs located at the site being evaluated

For each assessment criterion the certification assessment team records whether the criterion is present or not present at the center, with a Yes, No, or N/A response. In the column labeled "Supporting Data Source(s)", the assessment team lists the data sources that supports whether the criterion is present, not present, or not required.

The certification assessment team should ask follow-up questions or request an example for every question on the tool. 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. LWDB members may want to have a separate copy of the tool to take more detailed notes to use for presentation to the LWDB and for strategic planning.

In accordance to State Workforce Policy #6 (Certification of ARIZONA@WORK Job Center Policy), the LWDB must monitor any follow-up action plans created to bring the ARIZONA@WORK Job Center into full compliance with Part I of the ARIZONA@WORK Job Center Assessment Tool. The completed follow-up action plans are to be submitted to the Workforce Arizona Council or a point of contact, as designated by the State WDB, by the dates established in the plan to complete the certification process.

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