

ARIZONA@WORK Job Center Certification Tool Affiliate/Specialized Site

Name of Site Assessed: _____

Location Address: _____

Type: **Affiliate Site** **Specialized 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 affiliate/specialized 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	Continuous Improvement
4	Affiliate or Specialized Site

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. Programmatic Accessibility: 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) (Does not apply to affiliate and specialized sites.)			
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.				

How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
12. Criminal Justice Reentry programs. (Second Chance Act of 2007 - 42 U.S.C. 17532)				

Section Three: Continuous Improvement Measures

3. ARIZONA@WORK Job Center Continuous Improvement Measures. This location: <u>(Answer each item below)</u>			
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.)			

Section Four: 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 and 678.320).			
This affiliate or specialized location: <u>(Answer each item below)</u>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Makes available to job seekers and employer customers one or more of the ARIZONA@WORK Job Center partners' programs. (678.310) Services and activities are offered in a way that supplements and enhances customer access to services. (678.310)			

<p>2. Includes other eligible partners if Wagner-Peyser Act employment services are offered in an affiliate site or specialized center. (678.315)</p> <p>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.</p> <p>If Wagner-Peyser Act employment services 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.</p>			
<p>3. Is connected to the comprehensive ARIZONA@WORK Job Center and any appropriate affiliate ARIZONA@WORK Job Centers. (678.320)</p> <p>For example, there are processes in place to make referrals to these centers and the partner programs located in them. (678.320)</p>			

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.