



Hugh McDonald  
SECRETARY OF COMMERCE

Charisse Childers, Ph.D.  
DIRECTOR  
DIVISION OF WORKFORCE SERVICES



Form 6.4

**ARKANSAS WORKFORCE CENTER  
APPLICATION FOR CERTIFICATION**

LWDB Name:	Date:
One-Stop Operator:	
Center Manager / OSO Contact:	
Phone of Contact:	
Email of Contact:	
Address of Contact:	
Website for OSO:	
Hours of Operation:	

- Type of Certification:**     New Certification  
    Continued Certification – Date of Last Certification: \_\_\_\_\_
- Level of Certification:**     Comprehensive  
    Affiliate

## Instructions

This application is to be completed within no less than once every three years for each workforce center the LWDB is seeking to designate as a certified or recertified Arkansas Workforce Center (either a comprehensive center or an affiliate center). The form is to be completed by the Local Certification Team, but this form may also be used by the One-Stop Operator and one-stop partners as a self-check. The Local Certification Team composition, requirements for the Arkansas Workforce Center, the location of Federal requirements, and other directions are outlined in ADWS Policy 6.4. If the LWDB has compliance criteria in addition to the criteria required by the Arkansas Workforce Development Board, these criteria must also be monitored during the visit in addition to the criteria listed in this form.

**Step 1** – Each member of the Center Certification Team must be listed in the appropriate box.

**Step 2** – When the Center has been selected for certification, the Center Certification Team will contact the appropriate Center Manager / Contact Person for that Center and schedule the Center Certification visit. For-cause evaluation visits may also be conducted as the LWDB deems appropriate.

**Step 3** – Upon arrival at the Center, the Center Certification Team must check-in with the Center Manager / OSO Contact.

**Step 3** – The Center Certification Team will request that the Center Manager / OSO Contact provide the documents listed in the Documents Reviewed section below either prior to the onsite certification visit or during the certification visit.

**Step 5** –The Center Certification Team will conduct an interview with the Center Manager / Contact Person in order to explain the process and to complete the **Partners Represented in Workforce Center** and **Services Checklist** sections of the application. Care must be taken to ensure that no more than one LWDB member participates in the interview, the discussions, or the evaluation of a Workforce Center.

**Step 6** - The Center Certification Team will complete Certification Criteria section of this application via a combination of walking around, observing Center operations, and interviewing the Workforce Center staff and Partner staff.

**For each criterion in this section, the Center Certification Team denote “Meets” or “Not Meets” on the application. If “Meets” is selected, the “evidence or basis of determination” must be articulated in the accompanying narrative box. If “Not Meets” is selected, the necessary improvements required to meet the criterion must be described in the accompanying narrative box.**

**For the Certification Team to recommend to the LWDB that a Workforce Center be certified or recertified, all criteria must be assessed as “Meets” and all indicators must be met. In making their decisions, LWDBs may require additional evidence other than that provided in this application.**

## Workforce Center Certification Team Members

FIRST NAME	LAST NAME	AGENCY/ENTITY REPRESENTED

## Documents Reviewed

**Check the boxes for the documents that were reviewed by the Center Certification Team (add notes as appropriate on separate paper, and attach to this application):**

- Local MOU and IFA
- Business Plan
- Local Plan
- Local policies, procedures, manuals (List names of policies, procedures, and manuals reviewed on separate paper:
- Complaint and compliance findings
- Marketing and other printed materials
- Training schedules
- Customer feedback reports
- Customer employment plans / case notes
- Local grievance, complaint, and appeals policy, including the document posted at the Workforce Center, including State one-page procedure for individuals
- Most recent annual EO monitoring report in accordance with WIOA §188
- Recent external monitoring reports, including financial reports
- Plan for providing services after-hours

## Partners Represented in Workforce Center

**Instructions:**

Check the appropriate box for each required Program/Partner.

If the programs or activities of a listed entity are not available in the area serviced by the Workforce Center, the entities are not required to be represented in the center and must be marked as Not Applicable.

See Policy 6.4 concerning requirements for comprehensive and affiliate centers

“On-Site scheduled hours per week” is the normal number of hours each week that at least one representative is physically at the Workforce Center.

“Off-Site Electronic Connection” means that a partner is normally available by phone or computer during all business hours to assist Workforce Center Customers.

“Non-Compliant” means:

- A representative of WIOA title I-B Adult, Dislocated Worker, and Youth program is not normally available during all business hours at a comprehensive center; or
- A representative of a required partner provides services in the local area, but not at this comprehensive center.

<b>PARTNERS REPRESENTED IN WORKFORCE CENTER</b>				
<b>Partner</b>	<b>On-Site scheduled hours per week</b>	<b>Off-Site Electronic Connection</b>	<b>Not Applicable</b>	<b>Non-Compliant</b>
WIOA title I-B Adult, Dislocated Worker, and Youth programs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA title I-B Job Corps		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA title I-D YouthBuild		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA title I-D Native American programs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA title I-D (Sec. 167) Migrant and Seasonal Farmworker programs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WIOA title II Adult Education and Family Literacy Act (AEFLA) programs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA Title III Wagner-Peyser Act Employment Service programs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA Title IV-B Vocational Rehabilitation (VR) – Arkansas Rehabilitation Services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Service Employment Programs authorized under title V of the Older Americans Act of 1965		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Career and Technical Education Programs authorized under the Carl D. Perkins Act of 2006 (usually local state-supported college or technical institution)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (Chapter 2 of the Trade Act of 1974)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jobs for Veterans State Grants programs (Chapter 41 of title 37, U.S.C. §4102A(b)(5))		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 et seq.)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment and training activities carried out by the Department of Housing & Urban Development		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Compensation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reentry Employment Opportunities (REO) authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532 and WIOA 169)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Temporary Assistance for Needy Families authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Partner:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Partner:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Service Checklist

**Purpose:** To establish what services are provided in the Workforce Center

**Requirements:**

A comprehensive center must provide on-site all basic career services listed in 20 CFR 678.430, 34 CFR 361.430, and 34 CFR 463.430 and training services listed in 20 CFR 680.200.

An affiliate center must provide at least one or more of the partner programs. The frequency of program staff’s physical presence in the affiliated site is determined at a local level. Affiliate sites are access points in addition to the comprehensive one-stop center(s) in each area, and they must be implemented in a manner that supplements and enhances customer access to services.

**Instructions: Identify if the following services are available on-site for customers. (“yes” means all services within a row are available.)**

For comprehensive Workforce centers, customers must have access to the programs, services, and activities listed below during regular business. Affiliate centers must provide services depending on what programs are available in the center during which times (Affiliate centers may consider “during all business hours” in the charts below to mean “during the scheduled time the partners providing these services are available.”

“Access” to each partner program and its services means:

- a) Having a program staff member physically present at the one-stop center;
- b) Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- c) Making available a direct link through technology to program staff who can provide meaningful information or services. “A direct link” means providing direct connection at the one-stop center, within a reasonable time by phone, or through a real-time Web-based communication to a program staff member who can provide program information of services to the customer. “A direct linkage” cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

A comprehensive Arkansas Workforce Center must have at least one WIOA title I-B staff person physically present during all business hours.

<h2 style="text-align: center;">Basic Career Services</h2>	<b>Is Service Provided on site during all business hours?</b>
1. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Outreach, intake (including worker profiling), and orientation to information and other services available through the Workforce delivery system. For TANF programs, individuals must be provided with the opportunity to initiate an application for TANF assistance and non-assistance benefits and services.	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needed.	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Labor exchange services, including job search, placement assistance, career counseling (information on in-demand industry sectors and nontraditional employment), and appropriate recruitment and other business services on behalf of employers (including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system.	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the Workforce delivery system and, when appropriate, other workforce development programs.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas (including job vacancy listings in labor market areas and information on job skills necessary to obtain the vacant jobs listed; and information relating to local occupations in demand and the earnings, skills requirements, and opportunity for advancement for those jobs.)	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. Provision of performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance. (including childcare, child support, medical or child health assistance available through the State’s Medicaid program and Children’s Health Insurance Program, benefits under SNAP, assistance through the earned income tax credit, assistance under TANF, and other supportive services and transportation provided through that TANF.	<input type="checkbox"/> Yes <input type="checkbox"/> No

10. Provision of information and meaningful assistance to individuals seeking assistance in filling a claim for unemployment compensation. (“Meaningful assistance” means (a) providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants or (b) providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Individualized Career Services** must be made available if determined to be appropriate in order for an individual to obtain or retain employment. All of these services must be provided at comprehensive Workforce Centers. At affiliate Workforce Centers, the services must be provided if an included partner is authorized to provide such services.

<b>Individualized Career Services</b>	<b>Is Service Provided on site during business hours?</b>
1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers (i.e. diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals)	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of and information about the eligible training providers.	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Group counseling	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Individual counseling	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Career planning	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training	<input type="checkbox"/> Yes <input type="checkbox"/> No



7. Paid or unpaid internships and work experiences (a planned, structured learning experience that takes place in a workplace for a limited period of time) that are linked to careers	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. Workforce preparation activities	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Financial literacy services	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Out-of-area job search assistance and relocation assistance.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11. English language acquisition and integrated education and training programs.	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>Other Career Services</b>	<b>Is Service Provided on site?</b>
1. Follow-up services must be provided, as appropriate, including: Counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. TANF agencies must identify employment services and related support being provided by the TANF program within the local area that qualify as career service and ensure access to them via the local one-stop delivery system.	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Notes:**

**Training Services: Eligible Adults and Dislocated Workers through WIOA title I-B must have access to the following training services through the Arkansas Workforce Center, if they are eligible for such services, need training in order to obtain employment leading to self-sufficiency, cannot obtain employment leading to self-sufficiency without such services, have the ability to be successful in such training, and such training is available. Determination of eligibility, the availability, and appropriateness of training services, as well as starting the process for such services, must be available during business hours.**

Training Services	Is Service Provided?
1. A. Occupational skills training, including training for nontraditional employment.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. On-the-job training (OJT).	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Incumbent worker training.	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Programs that combine workplace training with related instruction, which may include cooperative education programs.	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Training programs operated by the private sector.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Skills upgrading and retraining.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. Entrepreneurial training.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. Job readiness training provided in combination with training listed in 1-7 above	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, if they are provided concurrently or in combination with training listed in 1-7 above	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Business Services:** Services to businesses are vital to the success of Arkansas Workforce Centers. Although most of these services are provided by WIOA title III Wagner-Peyser representatives, the following services may be provided by other partners, including a Business Services Team. Each Arkansas Workforce Center should have a Business Services Team to assist employers in their service areas.

### Workforce Center Business Services Team Members

FIRST NAME	LAST NAME	AGENCY/ENTITY REPRESENTED	Program(s) Represented

The following business services must be available through the Arkansas Workforce Center:

Business Services	Is Service Provided?
1. Workforce and Labor Market Information	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Develop, convene, or implement industry or sector partnerships	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Establish and develop relationships and networks with large and small employers and their intermediaries.	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Customized services to employers, employer associations, or other such organizations, on employment-related issues.	<input type="checkbox"/> Yes <input type="checkbox"/> No

5. Customized recruitment events and related services for employers including targeted job fairs.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Human resource consultation services, e.g., writing/reviewing job descriptions and employee handbooks; Developing performance evaluation and personnel policies; Creating orientation sessions for new workers; Honing job interview techniques for efficiency and compliance; Analyzing employee turnover; or Explaining labor laws to help employers comply with wage/hour and safety/health regulations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. Customized labor market information for specific employers, sectors, industries, or clusters.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. Customized assistance or referral for assistance in the development of a registered apprenticeship program.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Listing of Job Orders.	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Applicant Referral.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11. Employer Needs Assessment.	<input type="checkbox"/> Yes <input type="checkbox"/> No
12. Access to Facilities.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13. Translation Services.	<input type="checkbox"/> Yes <input type="checkbox"/> No
14. Developing and delivering innovative workforce investment services and strategies for area employers, e.g., career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, apprenticeship, and other effective initiatives for meeting the workforce investment needs of area employers and workers.	<input type="checkbox"/> Yes <input type="checkbox"/> No
15. Assistance in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, and the delivery of employment and training activities to address risk factors.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Arkansas Workforce Center Certification Criteria

The local center certification team shall assess and determine if the one- stop center has met each criterion below by indicating “Meets” or “Not Meets”.

**Please Note:** To be certified the center must meet all certification criteria as identified in below.

Standards		Meets	Not Meets
<b>A. Evaluation of Effectiveness</b>			
A.1	<b>Integrates available services for participants and businesses.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Are core partners co-located, at least on a part-time basis? If not co-located, what procedure is in place to ensure all partner programs are accessible and available through the Workforce Center? How are partners collaborating to ensure customers receive the most appropriate services? Interview business services staff. Are all core partners represented on the business services team? Are business outreach efforts coordinated amongst partners to avoid duplication?</i>		
	Evidence:		
A.2	<b>Meets the workforce development needs of participants and the employment needs of local employers.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	Evidence:		
A.3	<b>Operates in a cost-efficient manner.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify cost-sharing processes and procedures are in place and that there is a current cost-sharing agreement among all partners attached to the local MOU.</i>		
	Evidence:		

Standards		Meets	Not Meets
A.4	Coordinates services among the Workforce partner programs.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>How does the Workforce Center management staff identify ways to integrate services to prevent duplication? Are there regular meetings among center staff and partners to address integration of services? Are there policies and procedures in place for making referrals to ALL partner programs?</i>		
	Evidence:		
A.5	Evaluations take into account feedback from Workforce Center customers, including a process for obtaining customer feedback from both employers and job seekers regarding how Workforce services are provided.	<input type="checkbox"/>	<input type="checkbox"/>
	Evidence:		
A.6	Adult Education and Literacy services and Vocational Rehabilitation services are available through Workforce Centers.	<input type="checkbox"/>	<input type="checkbox"/>
	Evidence:		
A.7	Services funded through other partner programs are accessed through Workforce Centers.	<input type="checkbox"/>	<input type="checkbox"/>
	Evidence:		

Standards		Meets	Not Meets
A.8	Identify Sector strategies that meet the needs of local businesses are undertaken through Workforce Centers.	<input type="checkbox"/>	<input type="checkbox"/>
	Verify through staff interviews. Do staff know what the targeted sectors are for the region? Has staff received information and/or training on sector strategies?		
	Evidence:		
A.9	Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the Workforce Centers in a local area.	<input type="checkbox"/>	<input type="checkbox"/>
	Has staff received information and/or training on career pathways strategies? Do staff appear to understand career pathways and how to use pathway information when assisting customers?		
	Evidence:		
A.10	Identify Workforce Center customer flow business process and how job seekers access career and training services.	<input type="checkbox"/>	<input type="checkbox"/>
	Verify through staff interview and observation.		
	Evidence:		
A.11	The Local MOU between the local workforce board and all required Workforce partners is signed and in place.	<input type="checkbox"/>	<input type="checkbox"/>
	Review copy of the local MOU to ensure the requirement has been met.		
	Evidence:		
A.12	There are no center-specific, unresolved Programmatic, Administrative, or Equal Opportunity compliance findings.	<input type="checkbox"/>	<input type="checkbox"/>
	Interview Local Equal Employment Officer and Center Manager		
	Evidence:		

Standards		Meets	Not Meets
A.13	<b>The Center has a “Center Manager” (may be referred to by other titles) who has oversight of center operations.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Identify the Center Manager.</i>		
	Evidence:		
A.14	<b>The Workforce Center adheres to branding requirements and utilizes the official Arkansas Workforce Center logo.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Is the logo properly utilized on handouts, brochures, and other printed materials?</i>		
	Evidence:		
A.15	<b>Workforce Center staff utilize the Arkansas Job Link System to document all customer activities for job seekers and employers.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through observation and staff interviews.</i>		
	Evidence:		
A.16	<b>The Workforce Center abides by Veterans Preference and Priority of Service Requirements.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Observe welcome/intake process. Are customers always asked if they are a veteran? How does the center know which customers are veterans? What policies and procedures are followed? Do staff appear to be aware of Veteran priority of service? Interview the center’s Disabled Veteran Outreach Program specialist (if applicable).</i>		
	Evidence:		
A.17	<b>The Workforce Center ensures Priority of Service for Adult program participants, in accordance with.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>How is the center ensuring priority for eligible adult program participants? Are staff aware of the Requirements of WIOA I-B Policy 2.3 Eligibility for Adult Program?</i>		
	Evidence:		



Standards		Meets	Not Meets
A.18	<b>A directory containing partner agency contact information and services offered is available to all center staff.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify written or electronic inventory listing is in place and readily available to all staff.</i>		
	Evidence:		
A.19	<b>A menu of available services that is provided to individuals entering the Center.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Is this menu of services provided verbally via a Center visitor orientation or in written form?</i>		
	Evidence:		
<b>B. Evaluations of Physical and Programmatic Accessibility</b>			
B.1	<b>Provision of reasonable accommodations for individuals with disabilities.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews</i>		
	Evidence:		
B.2	<b>Verification that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews</i>		
	Evidence:		

Standards		Meets	Not Meets
B.3	<b>Administration of programs in the most integrated setting appropriate.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Staff interviews, including scenarios and observation where appropriate</i>		
	Evidence:		
B.4	<b>Communication with persons with disabilities is conducted as effectively as with others.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Staff interviews, including scenarios and observation where appropriate</i>		
	Evidence:		
B.5	<b>Provision of appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through staff interviews and observation. Staff and program partners are able to demonstrate they know how to use adaptive and assistive technologies and are aware of the available resources.</i>		
	Evidence:		
B.6	<b>Verify that programmatic and physical accessibility exists.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through observation and staff interviews. Are staff aware of interpreter services/technology available for limited English proficient individuals? Are staff able to articulate how the services are being delivered in an accessible way?</i>		
	Evidence:		

Standards		Meets	Not Meets
B.7	<p><b>Identify how services will be made available to customers outside regular business hours, including whether physical Workforce access is available outside regular business hours.</b></p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Staff interview: Does the center provide services outside of regular business hours when the need is identified?</i></p> <p>Evidence:</p>		
B.8	<p><b>There is at least one WIOA Title I staff member present at the Workforce Center at all times during business hours.</b></p> <p><i>Verify through observation or timesheets.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>Evidence:</p>		
B.9	<p><b>Regular business hours are clearly visible outside of the Workforce Center building.</b></p> <p><i>Verify through observation.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>Evidence:</p>		
B.10	<p><b>The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates.</b></p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Interview with Equal Opportunity Officer. Verify the last time the EO officer reviewed/updated policies/procedures. Have staff received training? How often is training provided? Are new employees trained?</i></p> <p>Evidence:</p>		
B.11	<p><b>The required Equal Opportunity tagline is included on all documents.</b></p> <p><i>Verify through document inspection. Review forms, brochures, and handouts given to all customers</i></p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>Evidence:</p>		

Standards		Meets	Not Meets
B.12	<b>There is a process in place for customers to file Equal Opportunity complaints/grievances and a process for addressing these complaints/grievances when they are filed.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Review procedural documents pertaining to EO complaints/grievances. Review process for filing complaints.</i>		
	Evidence:		
<b>C. Continuous Improvement</b>			
C.1	<b>Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>How is the center staff involved in the negotiation of local levels of performance?</i>		
	Evidence:		
C.2	<b>Contributes to negotiated local levels of performance.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Do center management and staff know and understand the WIOA performance measures? Has training been provided? Does the center management and staff understand their role in achieving performance?</i>		
	Evidence:		
C.3	<b>Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Review policy for reviewing and responding to customer concerns/grievances. Are staff aware of policy and procedures if they receive a customer complaint?</i>		
	Evidence:		

Standards		Meets	Not Meets
<b>D. Quality Assurance</b>			
D.1	<b>Customer Relations: Job seeker and business customer satisfaction survey results.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	Evidence:		
D.2	<b>Operations: Registrations, participants, service and training activities, job orders, hires, and customers served.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>How does the center track and analyze number of registrations, participants, service, and training activities, credentials earned, job orders, hires, and customer served? How is data reviewed with staff? How often is the data reviewed?</i>		
D.3	<b>Professional Development: Activities and staff certifications.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Review professional development activities. Identify professional development completed in past year. How often is professional development offered?</i>		
D.4	<b>Adherence to the MOU?</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>MOU clearly defines infrastructure cost sharing.</i>		
D.5	<b>Assure standards established for state workforce performance are met.</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Operator and Service Provider staff are aware of the LWDB negotiated performance levels for each Program Year. LWDB negotiated performance levels are either met or exceeded for each program year.</i>		
D.5	Evidence:		

Best or Notable Practices

The One-Stop Operator is encouraged to suggest examples of noteworthy practices below.

<b>Best Practices or Notable Practices</b>
Identify any best or notable practices of this Workforce Center in the categories below:  Creation and implementation of virtual tools due to COVID-19, Partner relationships, Business Services Team, and Communication Efforts.

## Improvement Opportunities

The One-Stop Operator is encouraged to suggest areas the center should consider strengthening its performance:

### Improvement Opportunities

Identify any areas that the center could improve performance, using the categories below:  
Develop relationships with local partners (City, Civic, or Service Organizations),  
Develop training sessions for Employers on services and tools they can utilize at the Workforce Center,  
Continue to work and comply with all social distancing and other CDC recommendations post COVID, and  
Enhance job seeker and business feedback regarding services provided.

Each time an LWDB certifies a Workforce Center, it must submit the completed Arkansas Workforce Center Application for Certification to the Arkansas Division of Workforce Services.

Please submit the completed and signed Arkansas Workforce Center Application for Certification to: [WIOA@arkansas.gov](mailto:WIOA@arkansas.gov)

**LWDA Name:**

**Name of Workforce Center:**

**Comprehensive or Affiliate Status:**

**Address of Workforce Center:**

**Hours of Workforce Center:**

**Phone Number of Workforce Center:**

**Website of Workforce Center:**

**Completion Date of the Workforce Center Certification:**

**Review: Certification Period:**

**Certifying Body (LWDB or AWDB):**

**Center Certification Team Reviewers:**

**Lead Reviewer Contact Email and Phone:**

Recommendation:

- Certified
- Provisional
- Not Certified

**If Provisional Status specify date that final review must occur by (within 3 months):**



I certify to the best of my knowledge and belief that the information in this Workforce Center Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein and the recommendation category selected.

Printed Name of LWDB/AWDB Chair:

Signature of LWDB/AWDB Chair:

Date of Signature:

Printed Name of Chief Elected Official:

Signature of Chief Elected Official:

Date of Signature: