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## DIVISION OF WORKFORCE SERVICES ISSUANCE NUMBER PY 22-08

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**FROM:** Charisse Childers, Ph.D., Director

**TO:** Local Workforce Development Board Members  
Local Workforce Development Board Directors  
Local Chief Elected Officials  
Arkansas Workforce Center Partners

**SUBJECT:** Certification of Arkansas Workforce Centers

- I. **Purpose:** The purpose of this issuance is to announce the development of ADWS Policy No. WIOA I-B – 6.4 (*Certification of Arkansas Workforce Centers Policy and Procedures*) and provide basic instructions to Local Workforce Development Boards (LWDBs) regarding the certification of Arkansas Workforce Centers.
- II. **Recission:** This issuance replaces ADWS Issuance No. PY 17-04 (*Certification of Arkansas Workforce Centers*)
- III. **References:**
  - WIOA §§ 101(d), 121, & 188
  - 20 CFR 678.800 & 679.130
  - 34 CFR 361.800 & 463.800
  - TEGL 16-16
- IV. **General Information:** The Arkansas Workforce Development Board (AWDB), in consultation with Chief Elected Officials (CEOs) and local workforce development boards (LWDBs), must review and update the objective criteria and procedures to use when certifying its one-stop delivery system. (The one-stop delivery system has been branded nationally as the American Job Center network [TEGL 16-16], and in Arkansas as Arkansas Workforce Centers, a part of the American Job Center network.) This collaboration is done every two (2) years as part of the review and modification of the Arkansas State Plan [WIOA § 121(g)(1), 20 CFR 679.130, 20 CFR 678.800, 34 CFR 361.800, and 34 CFR 463.800]. The criteria must evaluate the Arkansas Workforce Centers and one-stop delivery system for effectiveness, availability, customer satisfaction, physical and programmatic accessibility, and continuous improvement [WIOA § 121(g)(1) and 20 CFR 678.800]. This assessment must also examine the physical and programmatic accessibility in accordance with WIOA § 188 and the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), Local WDBs may establish additional criteria relating to service coordination achieved by the one-stop delivery system.

LWDBs are responsible for oversight of the Arkansas Workforce Center(s) in their areas and the delivery of services through those centers [WIOA § 121(a)(3)]. As part of this oversight, LWDBs must assess each Arkansas Workforce Center, following procedures and criteria established by the AWDB, at least once every three years. If the LWDB is the one-stop operator, the Arkansas Workforce Development Board must certify the centers in that area [WIOA § 121(g)(1), 20 CFR 678.800, 34 CFR 361.800, and 34 CFR 463.800].

Due to the onset of the COVID pandemic in 2020, the certification process was delayed until such time that the normal operations of the Arkansas Workforce Centers could resume.

**Action Required:** Local Workforce Development Boards (LWDBs) and their contractors, as well as partner agencies, should distribute ADWS Policy No. WIOA I-B – 6.4 (*Certification of Arkansas Workforce Centers Policy and Procedures*) and Form 6.4 (*Arkansas Workforce Center Application for Certification*) throughout the system to ensure that workforce system staff are familiar with its content and requirements.

Except in areas where the LWDB serves as the Arkansas Workforce Center operator, each LWDB must complete an Application for Arkansas Workforce Center Certification for every physical center in their geographical local workforce area, including both comprehensive and affiliate centers. Where a LWDB serves as the Arkansas Workforce Center operator, the AWDB must use the criteria to assess and certify the Center(s) [20 CFR 679.130(f)(1)].

In selecting the certification team, LWDBs should utilize caution in ensuring that no more than one (1) Local Workforce Board member participates on the Workforce Center Certification Team. The inclusion and participation of at least two (2) Local Board Members would be viewed as a “meeting” and would require meeting all public notice requirements [*Arkansas Freedom of Information Handbook, 20<sup>th</sup> edition, p. 33*].

Each Arkansas Workforce Center, whether comprehensive or affiliate, must be certified by the appropriate entity, using the attached Form 6.4 (*Arkansas Workforce Center Application for Certification*) and must email the form to ADWS by COB March 30, 2023. These applications must be submitted to: [wioa@arkansas.gov](mailto:wioa@arkansas.gov), with the Subject Line “Application for Arkansas Workforce Center Certification”.

**V. Inquiries:** All questions or concerns are welcome and may be submitted to the following email: [wioata@arkansas.gov](mailto:wioata@arkansas.gov)

**VI. Attachments:**

ADWS Policy No. WIOA I-B – 6.4 (*Certification of Arkansas Workforce Centers Policy and Procedures*)

Form 6.4 (*Arkansas Workforce Center Application for Certification*)

**VII. Expiration Date:** June 30, 2024