

## Review of Other State's Certification Policies

### Low End

**South Dakota** – establishes minimum criteria through checklist that is filled out by a “reviewer”. The Board makes suggestions for improvement and signs off on whether they are certified or not.

### High End

**Washington** – has a 10-page checklist that on-site reviewers complete. Uses 1-5 scale for qualitative criteria, requiring evidence and examples.

**Arizona** – defined the criteria as follows:

The criteria must evaluate the ARIZONA@WORK Job Centers and ARIZONA@WORK Job Center delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. (20 CFR 678.800 a.2)

1. **Effectiveness:** Evaluations of effectiveness must include the following:

- a. how well the ARIZONA@WORK Job Center integrates available services for participants and businesses;
- b. meets the workforce development needs of participants and the employment needs of local employers;
- c. operates in a cost-efficient manner;
- d. coordinates services among the ARIZONA@WORK Job Center partner programs;
- e. provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need, as identified by the LWDB.
- f. The evaluations must take into account feedback from ARIZONA@WORK Job Center customers.
- g. The evaluations must also include evaluations of how well the ARIZONA@WORK Job Center ensures equal opportunity for individuals with disabilities to participate in or benefit from ARIZONA@WORK Job Center services. (See physical and programmatic accessibility sections.)

2. **Physical Accessibility:** Physical accessibility is extent to which facilities are designed, constructed, or altered so they are accessible and usable to individuals with disabilities. Evaluations of physical accessibility should take into account both external accessibility and internal accessibility.

- a. Evaluations of external accessibility could include:
  - a. a review of the availability of transportation to the ARIZONA@WORK Job Center;
  - b. access into the site location via ramps consistent with the Americans with Disabilities Act's (ADA) standards.
- b. Evaluations of internal accessibility could include:
  - a. a review of the center's access to bathrooms,
  - b. adjustable work stations,
  - c. appropriate signage, including signage to meet multilingual needs common to the specific region of the State, and signage for people with disabilities.

3. **Programmatic Accessibility:** Programmatic accessibility is the extent to which the full range of services is available to all customers, regardless of disability or cultural background. Evaluations of

physical and programmatic accessibility must include criteria evaluating how well the centers and delivery systems take actions to comply with the disability-related regulations implementing WIOA sec. 188 (related to nondiscrimination), set forth at 29 CFR part 38.7-38.9. Such actions include, but are not limited to (678.800 b.1-6):

- a. Providing for the physical accessibility of the ARIZONA@WORK Job Center to individuals with disabilities;
- b. Providing reasonable accommodations for individuals with disabilities;
- c. Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities;
- d. Administering programs in the most integrated setting appropriate (i.e. people with disability or cultural needs can be served in the same setting as those without, to the greatest extent possible);
- e. Communicating with persons with disabilities as effectively as with others;
- f. Providing 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; and

**4. Continuous Improvement:** Evaluations of continuous improvement must include (678.800 c):

- a. how well the ARIZONA@WORK Job Center supports the achievement of the negotiated local levels of performance for the indicators of performance for the LWDA described in sec. 116(b)(2) of WIOA and part 677 of this chapter.
- b. Other continuous improvement factors may include:
  - a. a regular process for identifying and responding to technical assistance needs;
  - b. a regular system of continuing professional staff development;
  - c. having systems in place to capture and respond to specific customer feedback.

**Montana** – makes on-site visits using a certification template that provides scores:

Upon completion of notating the one-stop system requirements the certification team will utilize the following scale in determining where the site is on its path toward meeting or exceeding the stated standard:

- o 5= exceeding standard, excellence
- o 4= achieved the standard
- o 3=significantly meeting standard with some work yet to do
- o 2= have some of the elements in place, some of the time
- o 1= making progress, but have a long way to go

The site will receive a score in the following categories:

- o Functional and Programmatic Integration;
- o Performance and Accountability;
- o Service Provision, Including Service, Universal Access, and Outreach To Populations with Barriers;
- o Customer Satisfaction;
- o Staff Competence and Staff Training Participation;
- o Partnership; and
- o Business Engagement.

Colorado – developed “standards to meet” for the criteria:

	<b>Focus Area</b>	<b>Criteria to be used</b>	<b>Standards to Meet</b>
1	Effectiveness	<ul style="list-style-type: none"> <li>-Performance accountability as outlined in grant agreements and expenditure authorizations</li> <li>-Local Performance Measures</li> <li>-Sector Partnerships</li> <li>-Career Pathways</li> <li>-Enrollment objectives for targeted populations</li> <li>-Alignment of services with needs of the area</li> <li>-Fiscal Responsibility</li> </ul>	<ul style="list-style-type: none"> <li>a. Outcomes defined in grant agreements and expenditure authorizations</li> <li>b. Thresholds related to negotiated performance targets</li> <li>c. Coordination of goal setting across programs exists</li> <li>d. Active involvement in initiatives and discretionary grants and expected outcomes for initiatives and discretionary grants are met</li> <li>e. Demonstrate that strategies are based on an analysis of the area</li> <li>f. Satisfaction of employers with services provided</li> <li>g. Expenditure rate exceeds the minimum requirement to maintain compliance</li> </ul>
2	Physical and programmatic accessibility	ADA Guidelines	<ul style="list-style-type: none"> <li>a. In compliance as shown by an inspection, audit, or review within last 3 years</li> </ul>
3	Continuous improvement of one-stop centers and the one-stop delivery system	The CWDC’s established Continuous Improvement Management System (CIMS) incorporated into the annual planning process	<p>Standards are connected to current goals and may shift as goals change</p> <ul style="list-style-type: none"> <li>a. Business Services activities in compliance with annual goals</li> <li>b. Re-employment and Youth activities in compliance with annual goals</li> </ul>

			c. Marketing and Outreach activities in compliance with annual goals
4	Integration of available services	Service Coordination Agreements	<p>At a Minimum</p> <ul style="list-style-type: none"> <li>a. An MOU is in place</li> <li>b. The MOU includes all required partners</li> <li>c. Co-enrollment is addressed</li> <li>d. A referral procedure for all programs is in place</li> <li>e. Demonstrate that the level of integration has improved in the past 3 years</li> </ul>