ARIZONA@WORK Job Center Certification Assessment Tool
Part II – Alignment with Workforce Arizona Council Vision

Name of Local Area: _____

Date(s) of Assessment: _____

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

Assessment Team:

_____	_____
Printed Name	Signature When Complete
_____	_____
Printed Name	Signature When Complete
_____	_____
Printed Name	Signature When Complete

Instructions: For each of the descriptive measures (i.e. A.1, A.2, etc.) below representing the desired characteristics of the Workforce Arizona Council's system vision, check which statement (0-4) best describes the LWDAs progress in implementing the desired descriptive measure. In the column labeled Supporting Data Source(s), state the data source(s) that supports the level of progress you chose. 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.

Tally the total score for each area A-L. Choose at least three descriptive measures that need improvement and create proposed goals and a plan for improvement for each measure. The three descriptive measures can be related to one system characteristic or multiple characteristics. Progress in completing these improvement plans will be incorporated into the next ARIZONA@WORK Job Center certification for the LWDA.

WAC System Vision Characteristics	No progress at this time (0)	Started/progressing, but does not meet (1)	Meets minimum, most of the time (2)	Significantly meets, but room for improvement (3)	Achieves and excels at descriptive measure (4)	Supporting Data Source(s)
A. Extensive Knowledge of Local Economy						
A.1 LWDBs & ARIZONA@WORK Job Center's use quantitative and qualitative data to document and						

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monitor workforce trends in the local and regional economy they serve.						
A.2 LWDBs & ARIZONA@WORK Job Center's use quantitative and qualitative data to document local and regional skill needs and skills gaps.						
A.3 LWDBs & ARIZONA@WORK Job Centers have a process in place to capture and address input from area business and industry about the skill needs of the workforce.						
A.4 LWDB's & ARIZONA@WORK Job Centers develop and implement strategies to actively address local and regional documented skills gaps.						
A.5 LWDBs & ARIZONA@WORK Job Centers assess demand accurately and regularly by using good data from all partners and following up with employers about its validity (i.e. Are new hires accurately trained?)						

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Total Score – Knowledge of Local Economy (# in each category X point value)						Total Score: Max. Score = 20
B. Business Engagement						
B.1 LWDBs and ARIZONA@WORK Job Centers create strong business networks that are a forum for sharing, a time for joint policy strategizing, and a place for practical problem-solving.						
B.2 LWDB's facilitate and deepen discussion about industry-wide workforce needs in the local and regional labor market.						
B.3 ARIZONA@WORK Job Center business engagement efforts are industry-specific and ARIZONA@WORK Job Center staff learn as much as possible about the industry of focus: What makes companies grow? What policies affect this industry? What are persistent skill gaps, and why?						
B.4 LWDBs & ARIZONA@WORK Job Centers continually seek business partners especially in those industries prevalent in the local and regional economy.						

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B.5 LWDBs & ARIZONA@WORK Job Centers use a variety of methods to engage businesses (i.e. surveys, focus groups, 1-on-1 meetings, group meetings, presentations, etc.).						
B.6 LWDBs & ARIZONA@WORK Job Centers identify business champions to recruit other businesses.						
B.7 Local Workforce Boards and ARIZONA@WORK Job Centers bring groups of businesses together so they can learn from each other.						
Total Score – Business Engagement (# in each category X point value)						**Total Score: Max. Score = 28**
C. Sector Partnerships						
C.1 Business members of the sector partnership establish priorities for and consistently direct the work of the sector partnership.						
C.2 The sector partnership uses economic, industry, and						

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employer-specific labor market data to guide its work.						
C.3 Business members regularly share industry intelligence about current and future opportunities and challenges related to skills gaps, education and training needs, changes in occupational mix, and other trends impacting the workforce.						
C.4 Business members decide on the design and implementation of training and other services.						
C.5 Business members identify needed skills, define skills and competencies, design programs, and assist with curriculum development.						
C.6 The sector partnership develops plans to address skills gaps and other workforce needs and implements those plans.						
C.7 Business members identify and develop industry-recognized credentials that are most relevant to each industry.						
C.8 The sector partnership encourages business partners to use industry-recognized						

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credentials to inform hiring and promotion decisions.						
C.9 The sector partnership collaborates with education and training partners to develop programs and career pathways to support industry-recognized credentials.						
C.10 The sector partnership documents and promotes specific employment outcomes such as: credentials attained, job placements, work-based learning opportunities created, promotions, wage gains, etc.						
C.11 The sector partnership documents and promotes progress in creating business impacts and addressing key workforce issues.						
Total Score – Sector Partnerships (# in each category X point value)						Total Score: Max. Score = 44
D. Work-Based Learning Opportunities						
The ARIZONA@WORK Job Center makes available a variety of work-based learning opportunities as training paths to employment including:						

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Pre-apprenticeship programs						
Registered Apprenticeships						
On-the-Job training						
Work experiences						
Transitional jobs						
Customized training						
Incumbent worker training						
Since the last certification, the ARIZONA@WORK Job Center has increased the available work-based learning opportunities as training paths to employment in these areas:						
Pre-apprenticeship programs						
Registered Apprenticeships						
On-the-Job training						
Work experiences						
Transitional jobs						
Customized training						
Incumbent worker training						

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Total Score – Work-based Learning Opportunities (# in each category X point value)						Total Score: Max. Score = 32
E. Job Seekers Trained for In-Demand Jobs						
E.1 ARIZONA@WORK Job Center staff use labor market and economic data to inform job seekers of the possible jobs and career pathways available to them and, if appropriate, additional education and training they may need to be successful in their job search.						
E.2 Skill development and business services are evaluated regularly based on employment placement and retention outcomes.						
E.3 Offer user-friendly information for job seekers to choose what programs and pathways work for them and are likely to result in a job.						
E.4 Make better use of data to drive accountability and inform what programs are offered and what is taught such as:						
E.4a Use job openings and						

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employment projections data to strategically identify employer partners.						
E.4b Use job openings, projections, and wage data to tailor job training offerings.						
E.4c Use labor market projections and characteristics of regional labor market or program participants to conduct skill gap analyses.						
E.4d Provide information about current and projected job openings and wages to participants to inform their decisions about which programs to enter.						
E.4e Inform small or medium-sized businesses about industry and occupational trends and wages.						
E.5 Regularly monitor and evaluate the extent to which the types of job people are trained for matches the types of job that are available to determine the best						

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places to make job-driven training investments.						
Total Score – Trained for In-demand Jobs (# in each category X point value)						**Total Score: Max. Score = 36**
F. Industry-recognized Credentials						
F.1 Skill development services staff integrate attainment of transferable industry-recognized credentials into all training plans and services.						
F.2 The LWDA increases the number and percentage of all ARIZONA@WORK Job Center customers receiving skill development and training services resulting in industry-recognized credentials.						
Total Score – Trained for Industry Recognized Credentials (# in each category X point value)						**Total Score: Max. Score = 8**
G. Career Pathways						
G.1 A cross-agency leadership team clarifies the roles and responsibilities of each partner and gains high level support from						

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political leaders for an integrated career pathways system.						
G.2 Sectors and industries are selected and are partners and co-investors in the development of career pathways systems.						
G.3 Career pathways programs provide a clear sequence of education courses and credentials that meet the skill needs of high-demand industries.						
G.4 Necessary resources are raised and/or leveraged to develop, operate, and sustain the career pathways system and programs.						
G.5 State and local policies and administrative reforms have been revised to align with implementation of a career pathways system.						
G.6 Appropriate measures and evaluation methods are in place to support continuous improvement of the career pathways system.						
Total Score – Career Pathways (# in each category X point value)						**Total Score:** **Max. Score = 24**

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H. Access to Support Services & Guidance for Those with Barriers to Employment						
H.1 Career counseling and job coaching.						
H.2 Transportation to/from training or work-based learning.						
H.3 Assistance with finding and affording quality child care or family care.						
H.4 Housing assistance						
H.5 Provide people with disabilities with information on assistance services that are to help them contribute in the workplace (e.g., readers for individuals who have low vision or are blind; interpreters for individuals who are deaf or hard of hearing; note- takers for individuals with mobility disabilities, etc.).						
H.6 Provide guidance to participants and employers on workplace flexibility strategies (time, place, tasks) for individuals with multiple barriers to						

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employment, including individuals with disabilities.						
H.7 Supported employment programs for individuals with significant disabilities.						
H.8 Other supportive services, including legal aid, referrals to health care, etc.						
H.9 Leverage support services to address barriers to employment by linking job seekers to and working collaboratively with other community resources to the greatest extent possible.						
Total Score – Access to Support Services & Guidance (# in each category X point value)						**Total Score: Max. Score = 36**
I. Actively Engage Veterans and Other Priority and Special Populations						
I.A The local Equal Opportunity Officer periodically reviews the ARIZONA@WORK Job Center's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.						

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I.B The ARIZONA@WORK Job Center has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.						
I.C The ARIZONA@WORK Job Center ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.						
I.D The ARIZONA@WORK Job Center connects to the community through multiple community partnerships and community access points.						
I.E The LWDB and ARIZONA@WORK Job Center work collaboratively with community organizations that serve special populations, such as:						
I.E.1 Veterans						
I.E.2 Individuals with disabilities						

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I.E.3 Justice-involved individuals						
I.E.4 Limited English Learners						
I.E.5 Public assistance recipients						
I.E.6 Homeless individuals						
I.E.7 Individuals deficient in basic skills						
I.E.8 Other special populations						
Total Score – Actively Engage Special Populations (# in each category X point value)						**Total Score: Max. Score = 20**
J. Highly Integrated Service Delivery System						
J.1 The ARIZONA@WORK Job Center provides an integrated workforce customer registration as a "no wrong door" point of entry to register regardless of the workforce service(s) customers are seeking.						
J.2 The integrated workforce customer registration houses common data that feeds into or can be accessed by all partners' case management systems.						

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J.3 Demographic and personal information used by all participating programs are collected from customers just once and shared across programs.						
J.4 Services are organized and integrated based on function rather than program.						
J.5 ARIZONA@WORK Job Center intake staff are cross trained and knowledgeable about the functions and basic eligibility requirements of each program to appropriately assist customers and make knowledgeable program referrals.						
J.6 Job seekers are linked with job openings, training opportunities and career counseling on a continuous basis while registered in the system.						
J.7 The ARIZONA@WORK Job Center uses automated tools to link job seekers with employment opportunities based on a skills match.						
J.8 Integrated service delivery focuses on customer outcomes.						

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Total Score – Integrated Service Delivery System (# in each category X point value)						Total Score: Max. Score = 32
K. Continuous Evaluation and Improvement of Services						
K.1 The required ARIZONA@WORK Job Center partners meet on a regular basis to discuss the One-Stop system and the ARIZONA@WORK Job Centers' contributions to the system and make recommendations for continuous improvement.						
K.2 The ARIZONA@WORK Job Center has regular staff meetings with all ARIZONA@WORK Job Center staff (i.e. the staff of all co-located partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for job center improvement.						
K.3 All ARIZONA@WORK Job Center staff has received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.						

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K.4 There is a capacity building and/or professional development plan for all staff and partners.						
K.5 All ARIZONA@WORK Job Center staff has received training on providing excellent customer service and customer-centered design.						
K.6 All ARIZONA@WORK Job Center staff has received training on serving individuals with barriers to employment, including customers with disabilities.						
K.7 The LWDA consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.						
K.8 The LWDA consistently seeks feedback and satisfaction data from job seekers on the delivery of services and applies the learning for continuous improvement.						
Total Score – Continuous Evaluation & Service Improvement (# in each category X point value)						**Total Score:** **Max. Score = 32**

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L. Use Evidence-based, Best and Promising Practices for Service Delivery						
L.1 Identify specific evidence-based, best practice(s), or promising practice(s) for career and/or business services in use in the LWDA:						
L.1a.						
L.1b.						
L.1c.						
L.1d.						
L.1e.						
L.1f.						
Total Score – Evidence-based, Best & Promising Practices (# in each category X point value)						**Total Score:** **Max. Score =**