

ARIZONA@WORK Job Center Structure of One Stop Service Delivery System Policy

03-2016 ARIZONA@WORK Job Center Structure of One Stop Delivery System

ISSUING AGENCY: State Workforce Development Board

SCOPE: State Workforce Development Board, Arizona Department of Economic Security, Arizona Department of Education, Arizona Commerce Authority/Office of Economic Opportunity, Local Workforce Development Boards, Local Workforce Administrative Entities, One-Stop Operators, and Workforce System Stakeholders

REFERENCES: Title I of the Workforce Innovation and Opportunity Act (WIOA) of 2014, (Pub. L. 113-128); WIOA Final Regulations, 20 CFR Part 678 Description of the One-Stop System Under Title I of the WIOA; 2 CFR 200, Uniform Guidance for Federal Financial Assistance, as applicable.

EFFECTIVE DATE: **February 16, 2017**

OBJECTIVE: This policy provides local workforce development boards and other workforce system partners with instruction and guidance regarding the administration of ARIZONA@WORK Job Center Service Delivery system. Note: The term one-stop delivery system is used interchangeably with ARIZONA@WORK Job Center service delivery system.

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I. DEFINITIONS: The **One-Stop Delivery System** brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-stop partners administer separately funded programs as a set of integrated streamlined services to job seeker and employer customers. (20 CFR 678.300)

In Arizona, American Job Centers, also referred to as the one-stop delivery system, are known as **ARIZONA@WORK Job Centers**.

In Arizona, **the State Workforce Development Board** is called the **Workforce Arizona Council (WAC)**.

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In Arizona, the **State Administrative Entity** is the Arizona Department of Economic Security for WIOA Title I, III, and IV funds and the Arizona Department of Education for WIOA Title II funds.

II. One-Stop Delivery System Structure: The ARIZONA@WORK Job Center service delivery system must include at least one comprehensive physical center in each designated local area (20 CFR 678.300). The service delivery system in a local area may supplement and enhance the comprehensive center with one or more of the following:

- a). An affiliated site or a network of affiliated sites, where one or more partners make programs, services, and activities available;
- b). A network of eligible required and optional one-stop partners, through which each partner provides one or more of the programs, services, and activities that are linked, physically or technologically, to an affiliated site or access point that ensures customers are provided information on the availability of career services, as well as other program services and activities, regardless of where they initially enter the workforce system in the local area;
- c). Specialized centers that address specific needs, including those of dislocated workers, youth, or key industry sectors, or clusters.

One-Stop Delivery System Components:

Comprehensive One-Stop Centers: A comprehensive one-stop center is a physical location where jobseeker and employer customers can access the programs, services, and activities of all required one-stop partners and meets the following criteria: (20 CFR 678.305)

- a). A comprehensive one-stop center must have at least one Title I staff person physically present.
- b). The comprehensive one-stop center must provide and promote:
 1. Career services, described in § 678.430;
 2. Access to training services described in § 680.200;
 3. Access to any employment and training activities carried out under sec. 134(d) of WIOA;
 4. Access to programs and activities carried out by one-stop partners listed in §§ 678.400 through 678.410, including Wagner-Peyser employment services; and
 5. Workforce and labor market information.
- c). Customers must have access to these programs, services, and activities during regular business days at a comprehensive one-stop center. The Local Board may establish other service hours at other times to accommodate the schedules of individuals who work on regular business days. The State Board will evaluate the hours of access to service as part of the evaluation of effectiveness in the one-stop certification process described in § 678.800(b).
- d). "Access" to programs and services means having either: Program staff physically present at the location; having partner program staff physically present at the one-stop appropriately

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trained to provide information to customers about the programs, services, and activities available through partner programs; or providing direct linkage through technology to program staff who can provide meaningful information or services.

1. A "direct linkage" means providing direct connection at the one-stop, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer. Reasonable means within two business days or less.
 2. A "direct linkage" does not include providing a phone number or computer Web site that can be used at an individual's home; providing information, pamphlets, or materials; or making arrangements for the customer to receive services at a later time or on a different day.
- e). All comprehensive one-stop centers must be physically and programmatically accessible to individuals with disabilities, as described in § 678.800.

Affiliate Site(s): An affiliated site, or affiliate one-stop center, is a site that makes available to jobseeker and employer customers one or more of the one-stop partners' programs, services, and activities. Affiliated sites are access points in addition to the comprehensive one-stop center(s) in each local area used to supplement and enhance customer access to services. (20 CFR 678.310)

- a). An affiliated site does not need to provide access to every required one-stop partner program.
- b). The local area will determine the frequency of program staff's physical presence in the affiliated site.
- c). Separate stand-alone Wagner-Peyser employment services offices are not permitted under WIOA (20 CFR 678.315 and 652.202).
 1. If Wagner-Peyser employment services are provided at an affiliated site, there must be at least one other partner in the affiliated site with staff physically present more than 50 percent of the time the center is open.
 2. Additionally, the other partner must not be the partner administering local veterans' employment representatives, disabled veterans' outreach program specialists, or unemployment compensation programs. If Wagner-Peyser employment services and any of these three programs are provided at an affiliated site, an additional partner must have staff present in the center more than 50 percent of the time the center is open.
 3. States, in conjunction with the Local Workforce Development Boards, must examine lease agreements and property holdings throughout the one-stop delivery system in order to use property in an efficient and effective way. Where necessary and appropriate, States and Local Workforce Development Boards must take expeditious steps to align lease expiration dates with efforts to consolidate one-stop operations into service points where Wagner-Peyser employment services are co-located as soon as reasonably possible. These steps must be included in the State Plan. (20 CFR 678.310c)

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- d). All affiliated sites must be physically and programmatically accessible to individuals with disabilities, as described in § 678.800.

Network of One-Stop Partners or Specialized Centers: Any network of one-stop partners or specialized centers must connect to the comprehensive one-stop center in the area, as well as, any appropriate affiliate centers (i.e. such as having processes in place to make referrals to the comprehensive and affiliate sites). (20 CFR 678.320)

- a). Wagner-Peyser employment services cannot stand alone in a specialized center.
- b). Consistent with the requirements for an affiliated site, a specialized center must include other programs besides Wagner-Peyser employment services, local veterans' employment representatives, disabled veterans' outreach program specialists, and unemployment compensation (20 CFR 678.315).

III. One-Stop Delivery System Electronic Access: In addition to providing access to services through the mandatory comprehensive physical one-stop center and any affiliated sites or specialized centers, required one-stop partner programs must provide access to programs, services, and activities through electronic means, where applicable and practicable. (20 CFR 678.300e)

- a). The provision of programs and services by electronic methods such as Web sites, telephones, or other means must improve the efficiency, coordination, and quality of one-stop partner services.
- b). Electronic delivery must not replace access to such services at a comprehensive one-stop center or be a substitute to making services available at an affiliated site if the partner is participating in an affiliated site.
- c). Electronic delivery systems must be in compliance with the nondiscrimination and equal opportunity provisions of WIOA in section 188 and the implementing regulations at 29 CFR part 37.

IV. Required ARIZONA@WORK Delivery System Partners: An entity identified as a one-stop delivery system partner is the grant recipient, administrative entity, or organization responsible for administering the funds of the specified program in the local area. The term "entity" does not include the service providers that contract with, or are sub-recipients of, the local administrative entity. For programs that do not include local administrative entities, the responsible State agency should be the partner. If a program or activity listed as a required partner is not carried out in a local area, the requirements relating to a required one-stop partner are not applicable to such program or activity in that local one-stop system (20 CFR 678.415).

The entities responsible for administering the following programs and activities in the local area are required one-stop delivery system partners (20 CFR 678.400):

- a). *Programs authorized under Title I of WIOA, including Adults, Dislocated Workers, Youth, Job Corps, YouthBuild, Native American programs, and migrant and seasonal farm worker*

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programs. The one-stop partner entity for the Native American program and Migrant and Seasonal Farmworker programs is the grantee of those respective programs. The one-stop partner entity for Job Corps is the Job Corps center. (20 CFR 678.400)

- b). *Employment services authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.).*
- c). *Adult education and literacy activities authorized under Title II of WIOA.* For Title II of WIOA, the sole entity or agency in the State or outlying area responsible for administering or supervising policy for adult education and literacy activities in the State or outlying area is the one-stop partner entity. The State eligible entity may delegate its one-stop partner responsibilities to one or more eligible providers or consortium of eligible providers. (20 CFR 678.415b)
- d). *The Vocational Rehabilitation program authorized under Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.).* For the Vocational Rehabilitation program, the one-stop partner entity is the designated State agencies or designated State units specified under sec. 101(a)(2) of the Rehabilitation Act that is primarily concerned with vocational rehabilitation, or vocational and other rehabilitation, of individuals with disabilities.
- e). *The Senior Community Service Employment Program authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.).*
- f). *Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.).* For the Carl D. Perkins Career and Technical Education Act of 2006, the State eligible agency is the one-stop partner entity. The State eligible agency may delegate its one-stop partner responsibilities to one or more State agencies, eligible recipients at the postsecondary level, or consortia of eligible recipients at the post-secondary level.
- g). *Trade Adjustment Assistance activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.);*
- h). *Jobs for Veterans State Grants programs authorized under chapter 41 of Title 38, U.S.C.;*
- i). *Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 et seq.);*
- j). *Employment and training activities carried out by the Department of Housing and Urban Development;*
- k). *Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law);*
- l). *Programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532); and*
- m). *Temporary Assistance for Needy Families (TANF) authorized under part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.), unless exempted by the Governor.*
 - 1). The Governor notified the Secretaries of the U.S. Departments of Labor and Health and Human Services in writing that TANF will not be a required partner in Arizona, or within some specific local areas in the State. Local TANF programs may still opt to be a one-stop partner, or to work in collaboration with the one-stop center.

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- V. Optional One-Stop Partners:** The Local Board and chief elected official(s) may approve other entities that carry out a workforce development program, including Federal, State, or local programs and programs in the private sector, as additional partners in the one-stop system including (20 CFR 678.410):
- a). Employment and training programs administered by the Social Security Administration, including the Ticket to Work and Self-Sufficiency Program established under sec. 1148 of the Social Security Act (42 U.S.C. 1320b–19);
 - b). Employment and training programs carried out by the Small Business Administration;
 - c). Supplemental Nutrition Assistance Program (SNAP) employment and training programs, authorized under sections 6(d)(4) and 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4));
 - d). Client Assistance Program authorized under section 112 of the Rehabilitation Act of 1973 (29 U.S.C. 732);
 - e). Programs authorized under the National and Community Service Act of 1990 (42 U.S.C. 12501 *et seq.*); and
 - f). Other appropriate Federal, State or local programs, including employment, education, and training programs provided by public libraries or in the private sector.
- VI. Required One-Stop Partner Responsibilities:** Each required one-stop delivery system partner must (20 CFR 678.420):
- a). Provide access to its programs or activities through the one-stop delivery system, in addition to any other appropriate locations; (WIOA sec. 121(b)(1)(A)(i).)
 - b). Use a portion of funds made available to the partner’s program, to the extent consistent with the Federal law authorizing the partner’s program and with Federal cost principles in 2 CFR parts 200 and 2900 (requiring, among other things, that costs are allowable, reasonable, necessary, and allocable), to:
 - 1. Provide applicable career services; and
 - 2. Work collaboratively with the State and Local Workforce Development Boards to establish and maintain the one-stop delivery system. This includes jointly funding the one-stop infrastructure through partner contributions that are based upon:
 - (i) A reasonable cost allocation methodology by which infrastructure costs are charged to each partner in proportion to the relative benefits;
 - (ii) Federal cost principles; and
 - (iii) Any local administrative cost requirements in the Federal law authorizing the partner’s program. (This is further described in § 678.700). (WIOA sec. 121(b)(1)(A)(ii).)
 - c). Enter into an MOU with the Local Board relating to the operation of the one-stop system that meets the MOU requirements in this policy;

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- d). Participate in the operation of the one-stop system in a manner consistent with the terms of the MOU, requirements of authorizing laws, the Federal cost principles, and all other applicable legal requirements; (WIOA sec. 121(b)(1)(A)(iv)); and
- e). Provide representation on the State and Local Workforce Development Boards as required and participate in Board committees as needed. (WIOA secs. 101(b)(iii) and 107(b)(2)(C) and (D))

VII. Outreach and Branding: The workforce system outreach and branding is a shared state and local board responsibility. Local areas must use ARIZONA@WORK, the approved WAC branding, on all one-stop center signage, outreach materials, electronic medium, and affiliate site signage.

VIII. State Administrative Entity Responsibilities: The Arizona Department of Economic Security (DES) is the state administrative entity for WIOA Title I, III, and IV funds. The Arizona Department of Education (DOE) is the state administrative entity for WIOA Title II funds. The state administrative entities, under the direction of the governor and in collaboration with the Workforce Arizona Council (WAC), are responsible for implementing and monitoring compliance with the policies established by the WAC. DES and DOE will work collaboratively to fulfill the administrative responsibilities including, but not limited to, the following:

- a). carry out policy requirements established by the WAC;
- b). develop statewide guidance and procedures related to implementing WAC policy in coordination with the WAC Manager;
- c). ensure each local board develops and maintains a single umbrella or individual partner MOU(s) that includes a working resource sharing agreement(s) and cost allocation plan(s);
- d). negotiate statewide performance measures with the U.S. Department of Labor and U.S. Department of Education, as well as negotiating with Local Workforce Development Boards for local area performance measures;
- e). assist the WAC in the review and recommended approval of required local area plans;
- f). assist the WAC in the preparation of the Arizona workforce system plan for submission to the U.S. Department of Labor, and the U.S. Department of Education;
- g). assist the WAC in the preparation of an annual report on the workforce system;
- h). prepare and initiate grant agreements and contracts with the Local Workforce Development Boards and others as required;
- i). monitor and evaluate the local workforce systems to ensure compliance with state and federal policies and directives, and submit comprehensive performance evaluations on each local area to WAC;
- j). provide programmatic monitoring updates to the Workforce Arizona Council;
- k). provide or contract for technical assistance and training to ensure performance measures and outcomes are met, a seamless delivery system is operational, and opportunities for continuous improvement are identified;
- l). in consultation with the WAC, require corrective action or impose sanctions on a local board or other WIOA sub-recipient for significant inability or failure to perform as required by WIOA regulations and/or WAC policies;
- m). evaluate the effectiveness of the statewide workforce system and partner services located in One-Stop Centers in partnership with the WAC, based on the performance requirements established by the WAC; and
- n). report evaluation information to the WAC; and

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- o). compile and submit data and reports on partner program outcomes and performance as required by WAC, the Governor's Office, the U.S. Department of Labor, and the U.S. Department of Education.

CONTACT ENTITY: Inquiries regarding this policy should be directed to the Arizona Department of Economic Security at AZWIOAComments@azdes.gov or the Arizona State Director of Adult Education at Sheryl.Hart@azed.gov.