



Attachment A: Virginia American Job Center Certification Application

LWDA Name: Alexandria/Arlington Regional Workforce Council

Name of American Job Center: Arlington Employment Center (AEC)

Comprehensive, Affiliate, or Specialized Status: Comprehensive

Address of American Job Center: 2100, Washinton Boulevard, 1st Floor, Arlington VA - 22204

Hours of American Job Center: 8:00 am to 5pm

Phone Number of American Job Center: 703-228-1400

Website of American Job Center: www.arlingtonva.us/Government/Programs/AEC

Completion Date of the American Job Center Certification Review: December 17, 2024

Certification Period (not to exceed three years): January 1, 2025-December 31, 2027

Certifying Body (LWDB or VBWD): LWDB

Signatures of Center Certification Team: Jonatan Morales, Brandon Bedford,
Alamelu Deivanayagam

Recommendation: ☒ **Certified** ☐ **Not Certified** ☐ **Probationary**

If Probationary Status specify date that final review must occur by (within 6 months): _____

I certify to the best of my knowledge and belief that the American Job Center named above has met the certification criteria in this American Job Center Certification Review. I also certify to the best of my knowledge and belief that this AJC Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

Printed Name of LWDB/VBWD Chair: Stacey Butler

Signature of LWDB/VBWD Chair: _____

Date of Signature: _____

(For Local Area Certification Only)

Printed Name of Chief Elected Official: _____

Signature of Chief Elected Official: _____

Date of Signature: _____

Partner Programs Available at the American Job Center

Instructions: For each program listed in the table below, provide the name of the partner administering the program and indicate the number of hours per week the partner is physically present on site and (if applicable) how services are provided if the partner is not located on site. *Access to ALL partner programs is only required for comprehensive centers.* A comprehensive center must have at least one WIOA Title I staff person physically present 100% of the time (20 CFR 678.305).

	Name of Program Provider	Number of staff located in center	Average Number of Hours Physically On-Site Each Week	If program is not physically present describe how services are provided	Program Not in Local Area
*These programs must have a full-time staff physically present at a comprehensive center					
WIOA Title I Adult*	Arlington Department of Human Services	1	40 hrs / week	N/A	
WIOA Title I Dislocated Workers*	Arlington Department of Human Services	1	40 hrs / week	N/A	
WIOA Title I Youth*	Arlington Department of Human Services/ Alexandria City Department of Community and Human Services	1	40 hrs / week	N/A	
WIOA Title III Wagner-Peyser Act*	Virginia Works	1	40 hrs / week	N/A	
Jobs for Veterans State Grants*	Virginia Works	1	40 hrs / week	N/A	
**These programs must have a part-time staff physically present at a comprehensive center					
WIOA Title II Adult Education and Family Literacy Act **	Arlington County Public Schools	1	16 hrs/week	N/A	
WIOA Title IV Vocational Rehabilitation**	Virginia Department for Aging and Rehabilitative Services (DARS)	1.5	24 hrs/ week	N/A	
Remaining programs must be accessible from a comprehensive center if the program is available in the local area					
Registered Apprenticeship	Virginia Department of Labor and Industry	1	n/a	Virtually accessible	
Non-Credit Workforce Training by VCCS	Northern Virginia Community College	1	n/a	Virtually accessible	
Virginia Initiative for Employment not Welfare	Arlington Department of	2	40 hrs/ week	N/A	

	Human Services				
Supplemental Nutrition Assistance Program Employment and Training	Arlington Department of Human Services	2	40 hrs/ week	N/A	
Carl D. Perkins Career and Technical Education Programs	Northern Virginia Community College, Arlington County Public Schools	1	n/a	Virtually accessible	
Trade Adjustment Assistance	Virginia Works	1	n/a	Virtually accessible	
Temporary Assistance for Needy Families (TANF)	Arlington Department of Human Services	1	40 hrs/ week	N/A	
WIOA Title I Job Corps	N/A				<input checked="" type="checkbox"/>
WIOA Title I YouthBuild	N/A				<input checked="" type="checkbox"/>
WIOA Title I Native American Programs	N/A				<input checked="" type="checkbox"/>
WIOA Title I Migrant and seasonal farmworker programs	N/A				<input checked="" type="checkbox"/>
Senior Community Service Employment Program	The SkillSource Group Inc	1	n/a	Virtually accessible	
Community Services Block Grant Employment and Training	Arlington Department of Human Services	1	40hrs/ week	N/A	
Housing and Urban Development Employment and Training	Arlington Department of Human Services	1	40hrs/ week	N/A	
Unemployment Compensation	Virginia Works	1	n/a	Virtually accessible	
Reentry Employment Opportunities Second Chance Act	N/A				<input checked="" type="checkbox"/>

Confirmation Statement for Comprehensive Center Application:

A comprehensive center must provide (a) all the career services described in 20 CFR 678.430; (b) access to training services described in 20 CFR 680.200; (c) access to any employment and training activities carried out under WIOA Sec 134 (d); (d) access to programs and activities carried out by partners listed in 678.400 through 678.410; and (e) workforce and labor market information.

If applying as a comprehensive center, do the partners in the table above provide all required services?

☒ Yes ☐ No

Interviews Conducted

During the onsite certification review, the certification team must conduct staff interviews with applicable staff. Interviewees must include the One-Stop Operator, the local Equal Opportunity Officer, and a random sample of at least 20 percent of the frontline (state and partner) service staff at the center.

Name of Individuals Interviewed	Title of Individual Being Interviewed	Interview Conducted By	Date of Interview
Diane Alvira (Center Manager)	Customer & Employment Services Bureau Chief	Jonatan Morales , Brandon Bedford, Alamelu Deivanayagam	Nov 18, 2024
David Remick (Equal Opportunity Officer)	Executive Director	Jonatan Morales , Brandon Bedford, Alamelu Deivanayagam	Dec 18, 2024
Jackie Chavez	Employment Services Supervisor	Jonatan Morales , Brandon Bedford, Alamelu Deivanayagam	Nov 18, 2024
Achal Sharma Paudyal (Frontline staff)	Employment Services Specialist		
Emily Hoban (Frontline staff)	Employment Services Specialist		
Erick Fajardo Pozo (Frontline staff)	Employment Services Specialist		

The AEC has 12 frontline staff. 20% is 2.4 staff. Three staff were interviewed.

Virginia American Job Center Certification Criteria

The center certification team shall assess and determine if the center has met each criteria below by indicating “Meets” or “Not Meets”. **To be certified the center must meet all certification criteria.** If a criteria is not applicable per VBWD policy, write in the evidence section the justification for that determination and leave the “Meets” and “Not Meets” box blank.

Standards		Meets	Not Meets
A. Evaluation of Effectiveness			
A.1	<p>The executed MOU identifies the center as a comprehensive, affiliate, or specialized center and includes all required partners.</p> <p>Reference: WIOA 121 (c)</p> <p>Evidence:</p> <p>The Executed MOU (published on the Regional Workforce Council Website and link below) identifies the center as a comprehensive center and fincludes all required partners.</p> <p>https://www.vcwalexandriaarlington.com/files/content/workcouncil/v/34/local-policies-agreements/vcwaasystem-mou-070122_063025.pdf</p>	X	
	<p>The AJC has an operating budget and cost sharing agreement and a reconciliation process in place with all partners.</p> <p>Reference: 20 CFR 678.800 (b)</p> <p>Evidence:</p>	X	
A.2	<p>MoU notes the operating budget, cost-sharing agreement, and reconciliation process.</p> <p>https://www.vcwalexandriaarlington.com/files/content/workcouncil/v/34/local-policies-agreements/vcwaasystem-mou-070122_063025.pdf</p>		
	<p>The AJC has a one-stop operator who has oversight of center operations.</p> <p>Reference: 20 CFR 678.620</p>	X	
A.3	<p>Evidence:</p> <p>The AJC has a One-Stop Operator – RISE Talent Solutions LLC. Roles and responsibilities of the One-Stop Operator are detailed on Page #16 of the MOU.</p>		

Standards		Meets	Not Meets
A.4	The AJC has an inventory containing partner agency contact information and services offered that is available to all center staff.	X	
	Reference: 20 CFR 678.800 (b) Evidence: Partner agency contact information and services offered is available to all staff via the Service Provider Directory – see link below. https://www.vcwalexandriaarlington.com/Service-Provider-Directory		
A.5	The AJC has a written process in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services.	X	
	Evidence: The AJC's Customer Service Policy standard operating procedure (SOP) notes how customers will be greeted, standards around wait times, and how customers will be guided to the appropriate service they need.		
A.6	The AJC integrates available services for customers. <i>Not applicable to new AJCs that have not yet served customers</i> Reference: WIOA Pub L. 113-128 121(g)(2)(B)(ii), 20 CFR 678.800 (b)	X	
	Evidence: (Review available co-enrollment rates between WIOA Title III Wagner-Peyser and WIOA Title I Adult, Dislocated Worker, and Youth) The AJC's Center Manager noted a comprehensive intake is done, and case managers refer to services that clients need, such as Food Services and Rent. The benefits are available to customers as the AJC is co-located with the Arlington Department of Human Services. Therefore, clients enrolling in WIOA are referred to these services as needed and vice-versa. There are also other resources that the county offers based on need. The AJC's business services teams share hiring and employer-specific events for the Case Managers to refer customers.		
A.7	The AJC integrates available services for businesses. Reference: 20 CFR 678.800 (b)	X	

	<p>Evidence: (Review Business Services Team members, activities, and job orders)</p> <p>The AJC Business Service staff engages with employers in the region</p> <ul style="list-style-type: none">- By distributing their job opening on the center's job board (https://jobboard.arlingtonva.us/search)- Inviting them to participate in hiring events (see the October Career Fair example below)- Distributing openings via social media. <p>Ex. The Business Services team worked with the Northern Virginia Community College - Alexandria campus to organize a large Career fair in October 2024. Forty-plus employers had exhibits, and 600+ job seekers attended the event.</p>
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Standards		Meets	Not Meets
A.8	<p>The AJC staff are cross trained on partner programs and can provide basic information on all partners' programs.</p> <p>Reference: 20 CFR 678.800 (b)</p>	X	
	<p>Evidence:</p> <p>The Center Manager noted that in regular staff meetings – sharing partner programs and information is a standard agenda. Partners are also invited to monthly staff meetings to share programs and resources and do outreach to staff. Partners are co-located in the AJC and attend these meetings regularly.</p> <p>Information on the partner's programs is also noted on the Regional Workforce Council website as a resource for the case manager's reference. https://www.vcwalexandriaarlington.com/Service-Provider-Directory</p>		
A.9	<p>Staff at the AJC are aware of the sector strategies and high demand occupation list to meet the needs of the local businesses.</p> <p>Reference: 20 CFR 679.560</p>	X	
	<p>Evidence:</p> <p>Front-line staff interviewed use the following approaches and tools to keep abreast of sector strategies and in-demand occupations to meet local business needs – needs from the Business Services specialists who liaise with local employers, AEC job board, O-net.org, Virginia Works Labor market information.</p> <p>The RWC also shares market information and business needs.</p>		
A.10	<p>Staff at the AJC are aware and make available high demand career pathways, including occupations and credentials.</p> <p>Reference: 20 CFR 679.560</p>	X	
	<p>Evidence:</p> <p>Staff are aware and make available high demand career pathways, including occupations and credentials using information from</p> <ul style="list-style-type: none"> - Virginia Works - Understanding job seeker's needs - Career scope – which provides information on O-net jobs and the required credentials. - Access to the Skill-up tool from Metrix learning - https://www.vcwalexandriaarlington.com/Job-Seeker-Services 		

A.11	The AJC adheres to the use of the official American Job Center logo.	X	
	Reference: WIOA Sec 121(e)(4) & 20 CFR 678.900 Evidence: The AJC has the American Job Center logo displayed in the center – refer to the picture in the supporting documents.		
A.12	The AJC's regular business hours are clearly visible outside of the AJC building.	X	
	Reference: 20 CFR 678.305(c) Evidence: The AJC's regular business hours are clearly visible on the front door. refer to the picture in the supporting documents.		
Standards		Meets	Not Meets
A.13	The AJC makes services available to customers outside regular business hours.	X	
	Reference: 20 678.800 (b) Evidence: The Center Manager noted that the AJC's community outreach extends outside business hours to cast a wide net. The AJC offers individual customer appointments to meet with case managers from 8:00 am to 6:30 pm. Some online career readiness events are also offered after business hours to accommodate customers' schedules. For example an upcoming CDA program is offered 6:15 to 8:15 pm – see the flyer in the supporting documents.		
A.14	There is at least one Title I staff member present at the AJC at all times during business hours.	X	
	<i>Not applicable to affiliate or specialized AJCs.</i> Reference: 20 CFR 678.305(a) Evidence: Yes – refer to the table on partner programs availability noted on page #2.		
A.15	The AJC includes customer feedback when evaluating the effectiveness of the center. <i>Not applicable to new AJCs that have not yet served customers.</i> Reference: 20 CFR 678.800 (a)(2)	X	

	<p>Evidence:</p> <p>The AJC sends out anonymous client satisfaction surveys to all clients. Refer to the example of the Satisfaction Survey in the supporting documents. The feedback received is regularly reviewed, and the feedback is incorporated. If the client is willing to provide their contact information, the client is contacted for further follow-up.</p> <p>The Department of Human Services also sends a feedback survey at the 30 and 90-day mark of client intake.</p> <p>The AJC also reports its customer satisfaction score annually to the Regional Workforce Council. Refer to the file “Alexandria-Arlington-WIOA Performance Report PY22 Q1- Q4” in the supporting documents.</p>		
A.16	<p>The AJC includes employer feedback when evaluating the effectiveness of the center.</p> <p><i>Not applicable to new AJCs that have not yet served customers.</i></p> <p>Reference: 20 CFR 678.800 (a)(2)</p> <p>Evidence:</p> <p>The AJC business services team and the Executive Director of the RWC (Regional Workforce Council). seeks feedback from employers; the AJC then incorporates this feedback. For example, affordable childcare services were identified as a gap by employers. The AJC has started offering the Child Development Associate Certification to fill the gap. Refer to the supporting documents for the CDA program flyer. Work experience program was another need that employers noted. The RWC held a panel discussion on work experience programs on June 20, 2024 - see meeting notes on page #11 of the Meeting packet.</p> <p>https://www.vcwalexandriaarlington.com/files/content/workcouncil/v/86/meeting-information/rwc-executive-cmte-meeting-packet_090624.pdf</p>	X	
A.17	<p>Corrective action plans are being implemented to address any programmatic or administrative compliance findings.</p> <p><i>Not applicable to new AJCs that have not yet served customers.</i></p> <p>Reference: WIOA Section 188; 29 CFR part 38</p> <p>Evidence:</p> <p>Correction Action Plans are developed and implemented for local and state compliance monitoring. The AJC addresses any findings from the audits. The AJC also provides training to strengthen understanding of issues noted in the audits and update any procedures accordingly. Refer to the Practionaters corner on the RWC website for details on updated procedures - https://www.vcwalexandriaarlington.com/Local-Policies-Agreements</p> <p>Refer to the supporting documents for</p> <ul style="list-style-type: none"> - State Monitoring CAP completion letter - Local monitoring completion - Regional WIOA Update on monitoring and training 	X	

B. Evaluations of Physical and Programmatic Accessibility			
Standards		Meets	Not Meets
B.1	<p>The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides access to available training and updates to staff at the AJC.</p> <p>Reference: WIOA 188 29 CFR Part 38</p>	X	
	<p>Evidence: <i>Review most recent EO Report Items #4 & #5(#4 Does the EO Officer process discrimination complaints? Does the EO Officer conduct desk and on-site EO monitoring visits to service providers and contractors to ensure its contractors are not violating their nondiscrimination obligations? Does the EO officer provide EO training to staff? #5 What EO training has been provided to staff within the LWDA and to service providers?)</i></p> <p>Training is provided to staff during orientation and discussed in staff meetings.</p> <p>EO report: #4 – yes to all three items per the EO report. (page #8) #5 of the EO report - All staff are trained in EO policies upon initial hire and all managers take a full-day Supervisor EO training upon hire. This covers equal employment rights for employees and clients</p>		
B.2	<p>The AJC includes the required Equal Opportunity tagline on all documents or includes a link or QR code to the EO tagline.</p> <p>Reference: WIOA 188 29 CFR Part 38</p>	X	
	<p>Evidence: <i>Review most recent EO Report Items #7 & #9 (#7 Where are the EO Notice posters displayed and in what languages? #9 Is the appropriate tagline included in brochures, pamphlets, flyers, electronic/oral marketing?)</i></p> <p>EO report: #7 – The EO Notice is on display in six languages (English, Spanish, Vietnamese, Korean, Chinese, and Arabic) and posted throughout both centers (resource room, display board and website). #9 - “Alexandria/Arlington Regional Workforce Council, Alexandria Workforce Development Center, and Arlington Employment Center are equal opportunity programs. Auxiliary aids and services are available upon request to individuals with disabilities. To request a reasonable accommodation, contact us at 703-228-1400”</p>		
B.3	<p>AJC staff communicate with persons with disabilities as effectively as with others.</p> <p>Reference: 20 CFR 678.800(b)(4), WIOA Sec 188, 29 CFR part 38</p>	X	

	<p>Evidence: <i>Review most recent EO Report Item #11 (#11 What efforts does the LWDB make to ensure that communications within the local area VaWC system with individuals with disabilities are just as effective as communications with others?)</i></p> <p>The application in the intake process notes the accommodation needs of customers so that the AJC staff can communicate effectively with persons with disabilities. A language line is also available to meet the client's interpretation and translation needs.</p> <p><u>EO Report:</u> #11 Virginia Workforce Connection (VAWC) is on-line system for providing services to all participants. The system is accessible for individuals with disabilities it has been designed to meet/exceed the requirements under Section 508 as well as W3C Web Content Accessibility Guidelines, (usability with screen reader such as JAWS).</p>		
B.4	<p>The AJC is physically accessible.</p> <p>Reference: 20 CFR 678.800(b)(6), WIOA Sec 188, 29 CFR part 38</p> <p>Evidence: <i>Review most recent EO Report Item #19 & #22 (#19 Does the LWDB have an ADA accessibility survey on file? Provide copy #22 Are the Centers accessible to individuals with disabilities?)</i></p> <p><u>EO report:</u> #19 - yes #22 - yes</p>	X	
Standards		Meets	Not Meets
B.5	<p>The AJC prohibits employment discrimination by the LWDB and its partners.</p> <p>Reference: 20 CFR 678.800(b)(2), WIOA Sec 188, 29 CFR part 38</p> <p>Evidence: <i>Review most recent EO Report Item #23 (#23 Describe efforts to prohibit discrimination on the basis of disability in employment practices by the LWDB and its partners.)</i></p> <p><u>EO report:</u> #23</p> <ul style="list-style-type: none"> • Requiring the provision of reasonable accommodations in employment, when appropriate. • Reviewing job qualifications to ensure that they do not use selection criteria that screen out or tend to screen out an individual with a disability on the basis of that disability unless the criteria is job related for the position in question and consistent with business necessity. • Prohibiting pre-employment inquiries regarding disability except to ask for the individual to self-identify himself or herself as a person with a disability on a voluntary basis for reporting purposes that will be maintained confidentially. 	X	
B.6	<p>The AJC administers programs in the most integrated setting possible.</p> <p>Reference: 20 CFR 678.800(b)(3), WIOA Sec 188, 29 CFR part 38</p>	X	

	<p>Evidence: <i>Review most recent EO Report Item #24 (#24 Is the LWDB aware that programs and activities must be administered in the most integrated settings possible.)</i></p> <p>EO report: #24 – yes</p>		
B.7	<p>The AJC has 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.</p> <p>Reference: 20 CFR 678.800(b)(5), WIOA Sec 188, 29 CFR part 38</p>	X	
	<p>Evidence: <i>Review most recent EO Report Item #25 (#25 Describe the availability of assistive technology for individuals with disabilities.)</i></p> <p>EO report: #25</p> <p>The AJC has procedures and instructions for accessing sign language interpreters for employee/client meetings and consultations. VRS (Video Relay Services) are available for hearing impaired individuals.</p>		
B.8	<p>The AJC staff provide reasonable accommodations for individuals with disabilities.</p> <p>Reference: 20 CFR 678.800(b)(1), WIOA Sec 188, 29 CFR part 38</p>	X	
	<p>Evidence: <i>Review most recent EO Report Item #28 & #29 (#28 How is it made known that reasonable accommodations will be provided? #29 Please describe any reasonable accommodations that have been provided for applicants or participants with disabilities.)</i></p> <p>EO report: #27 Information is provided on the LWDA website for accommodation requests, and the ADA Accommodation Request form is utilized on how you can access services. Throughout the center, information notifies participants that auxiliary aids are available to individuals with disabilities. #28 Participants visiting the centers are provided with assistive technology tools and staff assistance when asked.</p>		
B.9	<p>The AJC has a written process in place for customers to file Equal Opportunity complaints or grievances and a process for addressing any complaints or grievances.</p> <p>Reference: WIOA 188, 29 CFR Part 38</p>	X	
	<p>Evidence: <i>Review most recent EO Report Item #34 & #37 (#34 What discrimination complaint policies and procedures are used in the LWDA? Provide copies of policy and procedures #37 Describe the LWDB practice or procedures for service providers when they receive a discrimination complaint from their participants.)</i></p> <p>#33</p>		

Employees received the copy of discrimination complaint policy and procedure during orientation; located on the LWDA's website; customer receive during intake process. If either customer or employee request a copy of the discrimination policy or form, it is provided.

#32

LWDA has complaint process and procedures for processing complaints of discrimination. The process includes determining jurisdiction, notifying the respondent and the complaint, data collection, on-site investigation, gathering evidence, issuing a letter of findings and rendering any corrective actions as a result of the investigation. The EO Officer's name is on the policy. Resolution is encourage to both prior to the issuance of a determination.

#35

The service provider is notified of the complaint which informs them that the Alexandria/Arlington has accepted the complaint and include complainant's name, brief description of the allegation, a description of the information or documentation needed for the investigation, and time in which it is to be submitted, a reminder that retaliation or intimidation is prohibited and name and telephone number of EO officer assigned to investigate.

C. Continuous Improvement		
Standards	Meets	Not Meets
<p>The AJC regularly reviews performance data to identify strategies and set goals to improve outcomes.</p> <p><i>(For new AJCs that do not yet have performance data to evaluate, review the written plan that will be implemented to review performance data.)</i></p> <p>Reference: 20 CFR 678.800 c</p>	X	
<p>C.1 Evidence:</p> <p>The Center manager noted that the AJC has a written plan and gets staff input on the status of MSG (Measurable skills gain), Training completion rates, and caseload. This is done in 1-1 meetings held bi-weekly with case managers. The data is also reviewed at monthly managers' meetings at the center level to prioritize actions. Annually, staff are also updated on the WIOA performance measures and the negotiated goals for the year.</p>		
<p>The AJC has a written process in place to elicit and respond to customer, employer, and partner feedback.</p> <p>Reference: 20 CFR 678.800 c</p>	X	
<p>C.2 Evidence:</p> <p>The Center has a formal method for soliciting feedback that is reviewed regularly by the Center Manager.</p> <p>The AJC has a written process for grievances; refer to the process in the Supporting documents. There is also a written Critical Incidence Reporting process – refer to the supporting documents.</p>		

	<p>Employer feedback is sought via the employee engagement survey – refer to the example survey. See the WIOA Performance Report for details on the business satisfaction survey. Partner feedback is sought in quarterly One-Stop Operations Committee meetings.</p>		
C.3	<p>The AJC has a written plan for systematic staff development and cross-program training.</p> <p>Reference: 20 CFR 678.800 c</p>	X	
	<p>Evidence:</p> <p>The AJC has a systematic plan for onboarding new case managers and cross-program training. Staff follow the County’s staff development plan and have access to the monthly training programs offered.</p> <p>https://www.arlingtonva.us/Government/Careers/2-Employee-Benefits</p>		