

# ARIZONA DEPARTMENT OF ECONOMIC SECURITY

## Program: Employment Service (ES)

Effective Date: 03/13/2026

### Chapter 1 INTRODUCTION

#### I. Policy Statement

- A. Arizona's Employment Service (ES) seeks to improve the functioning of the State's labor markets by bringing together individuals seeking employment with employers seeking workers.
- B. The Wagner-Peyser Act was amended in 1998 to make the Employment Service part of the one-stop delivery system under the Workforce Investment Act. In 2014, the Wagner-Peyser Act was amended again under Title III of the Workforce Innovation and Opportunity Act (WIOA).
- C. The Employment Service under WIOA builds upon previous workforce reforms, requires colocation of Employment Service offices into Arizona Job Centers statewide, and aligns performance accountability indicators with other federal workforce programs.
- D. On November 24, 2023, the U.S. Department of Labor (DOL) released the *Wagner-Peyser Act Staffing Final Rule* that requires all states to use State-trained staff to provide employment services.

#### II. Applicability

This policy applies to all DES ES State Staff assisting job seekers, unless otherwise noted.

#### III. Authority

##### Federal Authority

[20 CFR 651.10](#) Definitions of terms used in this part and parts 652, 653, 654, and 658 of this chapter.

[20 CFR 652.3](#) Public labor exchange services system.

[20 CFR 651, 652, 653 and 658](#) Wagner-Peyser Act Staffing. (final rule)

[20 CFR 678.430](#) What are career services?

<https://www.dol.gov/agencies/eta/wioa> Workforce Innovation and Opportunity Act (WIOA).

### **State Authority**

[A.R.S. § 1-504](#) Document verification; applicants for public benefits; definitions.

## **IV. Acronyms and Definitions**

Reference the Glossary for an explanation of the acronyms and definitions used in this chapter: **Arizona Job Centers, Department of Labor (DOL), Employment Service (ES), Wagner-Peyser Act, Workforce Innovation and Opportunity Act (WIOA), Workforce Investment Act.**

## **V. Standards**

At a minimum, each state must administer a labor exchange system which has the capacity, to:

- A. Assist job seekers in finding employment, including promoting their familiarity with the Department's electronic tools, such as navigating the system of record and accessing services virtually;
- B. Assist employers in filling jobs;
- C. Facilitate the match between job seekers and employers;
- D. Participate in a system for clearing labor among the states, including the use of standardized classification systems issued by the Secretary, under sec. 15 of the Wagner-Peyser Act by ensuring consistency in job descriptions and worker skills across different states and providing information on job openings in one state is available to job seekers in other states;
- E. Meet the unemployment work test requirements of the State unemployment compensation system by demonstrating that the clients are actively searching for work while unemployed;
- F. Provide labor exchange services as identified in [20 CFR 678.430](#) of the Wagner-Peyser Act, and sec.134(c)(2)(A)(iv) of WIOA.

All job seekers who are citizens and nationals of the United States, including lawfully admitted permanent resident aliens, refugees, asylees, parolees, and immigrants authorized by the Attorney General to work in the United States, regardless of whether or not they are currently employed, are eligible for ES assistance pursuant to [A.R.S. §1-504](#).

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**GLOSSARY**

- I. This chapter contains acronyms and definitions used throughout the ES Program Policy Manual.

**A. Acronyms**

<b>Acronym</b>	<b>Definition</b>
<b>DOL</b>	Department of Labor
<b>ES</b>	Employment Service
<b>WIOA</b>	Workforce Innovation and Opportunity Act

**B. Definitions**

<b>Term</b>	<b>Definition</b>
<b>Arizona Job Centers</b>	ARIZONA@WORK Job Centers (also known as One-Stop Job Centers) are physical locations that provide comprehensive workforce development services to both job seekers and employers.
<b>Unemployment Claimant</b>	Unemployment claimants are people who lost their jobs and are asking the government for money while they try to find new jobs.
<b>Wagner Peyser Act</b>	A nationwide system of public employment offices, now known as the Employment Service (ES), to improve the functioning of the nation's labor markets by connecting job seekers with employers.
<b>Workforce Investment Act</b>	The Workforce Investment Act (WIA) of 1998, later superseded by the Workforce Innovation and Opportunity Act (WIOA), was a federal law designed to improve workforce development programs in the United States.