



NOTICE AND AGENDA OF MEETING OF THE MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD

Pursuant to A.R.S. § 38-431.02, notice is hereby given to the members of the Maricopa County Workforce Development Board and to the general public that the Maricopa County Workforce Development Board will hold a meeting open to the public on:

Thursday, October 20, 2022 – 9:30 a.m.

<https://www.gotomeet.me/MaricopaCountyWDB>

Phone: +1 (872) 240-3212; Access Code/Meeting ID: 167-097-701

The Maricopa County Workforce Development Board may vote to go into executive session, which will not be open to the public, to discuss certain matters including, for the purpose of obtaining legal advice from the Board’s attorney on any matter listed on the agenda pursuant A.R.S. 38-431.03(A)(3).

The Agenda for the special meeting is as follows:

****Indicates materials attached, please review/read prior to meeting.***

1. Call to order.

2. Roll Call.

3. Welcome and Opening Remarks.

4. Consent Agenda.

For Possible Action.

The board will consider and vote on the items on the consent agenda. Consent agenda is established to efficiently dispense the business of the MCWDB. These items will not be discussed unless a Member of the Board asks to remove the item from the consent agenda.

- a. Meeting Minutes: August 25, 2022*
- b. Fiscal Reports*
- c. FY22 WIOA Final Expended and FY23 WIOA (BTA) Budget to Actuals*
- d. MCWDB Annual Report*
- e. MCWDB Executive Director Report*
- f. Workforce Development Division Policies*
 - Adult Eligibility Policy
 - Dislocated Worker Eligibility Policy
 - Youth Eligibility Policy
 - Basic Career Services Policy
 - Individualized Career Services

5. Chair Report.

6. Community Impact Statements.

- a. MCWDB Success Story*
-

PUBLIC PARTICIPATION AND ACCESS: “The public must be allowed to attend and listen to deliberations and proceedings taking place in all public meetings, A.R.S. § 38-431.01(A); however, Open Meeting Law does not establish a right for the public to participate in the discussion or in the ultimate decision of the public body.” Note: Agenda items may be taken out of order

“Equal Opportunity Employer/Program.” “Auxiliary aids and services are available upon request to individuals with disabilities.” A sign language interpreter, alternative format materials, or infrared assistive listening devices will be made available within 72 hours’ notice. Additional reasonable accommodations will be made available to the extent possible within the time frame of the request. Arizona@Work: Maricopa County products and services are made available through federal funding provided by the Workforce Innovation and Opportunity Act (WIOA); serving Employers by aiding job seekers, adults, dislocated workers and youth.

7. Information/Discussion Only.

- a. Priority of Service*
- b. 2022 Local Workforce Board Recertification Update*
- c. Monthly Careers Pathway Strategist Reports*
- d. FY23 MCWDB Committee Membership/Appointments
 - i. Youth Committee Appointment
 - Dr. Meredith Critchfield, Dean, College of Education, Grand Canyon University
 - Brittany Holmes, Vice President, ElevateEdAZ
 - ii. Employer Connection Committee Appointment
 - Steve Navis, Workforce outreach Manager, Arizona Builders Alliance
 - Julie Stiak, Workforce Education District Director, Maricopa County Community College
 - iii. Marketing and Outreach Committee Appointment
 - Toby Riley, Associate Creative Director, National University
 - Elizabeth Valdez, Vocational Rehabilitation Program Supervisor, Department of Economic Security
- e. Post 2022 MCWDB Retreat Discussion
 - i. Post 2022 MCWDB Retreat Survey Summary*
 - ii. What training and/or networking events would you like to see the staff provide or arrange for the MCWDB Full Board this fiscal year?
 - iii. From a high-level perspective, what innovation ideas would the Executive Committee like staff to research and investigate?
 - iv. What other board development ideas would the Committee like staff to provide or arrange for further exploration?

8. Call to the Public.

9. Adjourn.

NEXT MEETING: DECEMBER 15, 2022

PUBLIC PARTICIPATION AND ACCESS: "The public must be allowed to attend and listen to deliberations and proceedings taking place in all public meetings, A.R.S. § 38-431.01(A); however, Open Meeting Law does not establish a right for the public to participate in the discussion or in the ultimate decision of the public body." Note: Agenda items may be taken out of order

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Consent Agenda.

Meeting Minutes

MINUTES OF PUBLIC MEETING OF THE MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD

Thursday, August 25, 2022 – 9:00 a.m.

Desert Willow Conference Center
4340 East Cotton Center Blvd.
Phoenix, Arizona 85040

Members Present: Angela Creedon, Bonnie Schirato, Gregg Ghelfi, Grenee Martacho, Ismial Rangel, Jason Walker, Konrad Robichaud, Leah Hill, Matthew Clark, Noelle Trinder, Shawn Hutchinson, Subhash Chandra, Tina Drews

Members Absent: Darcy Renfro, Joe Veres, Loren Granger, Marcia Veidmark, Scott Holman, Scott Sudhalter, Stan Chavira

MEETING

Call to Order.

Chair Leah Hill called the meeting to order at 9:13 a.m. and requested a roll call.

Roll Call.

MCWDB Board Liaison Deseret Romero took the roll call. A quorum was present.

Welcome and Opening Remarks.

Chair Hill welcomed everyone to the meeting, including new members Dr. Joe Veres, Dr. Noelle Trinder, Darcy Renfro, and Konrad Robichaud.

Chair Hill then opened the floor for Full Board Members and staff introductions and provided a review of the Board's vision, values, and goals.

Consent Agenda.

- a. Meeting Minutes: June 16, 2022
- b. Fiscal Reports
- c. 2022 Local Area Plan Modification
- d. MCWDB 4th Quarter Report
- e. Title 1B 4th Quarter Report
- f. MCWDB Executive Director Report
- g. Negotiated Performance Levels
- h. 2022 Title IA Governance Monitoring Letter – 3rd Quarter
- i. PY22 Allocations
- j. MCWDB Policies Required for Recertification
 - i. Conflict of Interest Policy
 - ii. Monitoring Oversight Policy
 - iii. Training Service Limits policy
 - iv. Work-Based Training Services Policy

MOTION: Chair Hill asked for a motion to approve consent agenda items. Matt Clark made a motion; Angela Creedon seconded the motion.

All in favor vote held:

In favor: Angela Creedon, Bonnie Schirato, Gregg Ghelfi, Grenee Martacho, Ismial Rangel, Jason Walker, Konrad Robichaud, Leah Hill, Matthew Clark, Noelle Trinder, Shawn Hutchinson, Subhash Chandra, Tina Drews

Opposed: None

Abstained: None

Motion passed.

Chair Report.

Chair Hill acknowledged that Maricopa County Workforce Development Assistant Director CJ Williams had accepted a position with WESTMEC and thanked Mr. Williams for his service to Maricopa County and the Maricopa County Workforce Development Board. Chair Hill also listed the following accomplishments by Mr. Williams within the past year.

- Implemented a new case management system (Dynamics) to provide enhanced access and wrap-around services to participants;
- Relocated the East Valley Career Center to Mesa in collaboration with the Early Education Division in support of families;
- Developed and implemented a revised organizational structure to enhance support for staff and customers
- Spent over 98% of the WDD budget allocation in support of clients and participants;
- Met or exceeded all fifteen WIOA Performance Measures for PY21;
- Continued and enhanced support of new and existing apprenticeship programs, maintaining the Workforce Development Division’s status as the leading supporter of Apprenticeship programs throughout the United States; and
- Expanded Workforce Development Coordinator sites and workforce services to Mesa, Avondale, Queen Creek, and Gila Bend

MCWDB Executive Director Steve Clark also shared a few sentiments on behalf of the staff and their positive interactive work with Mr. Williams.

Community Impact Statements.

MCWDB Success Story

Maricopa County Workforce Development Smart Justice Career Coach Marina Garcia shared an impactful success story of Christopher Frias.

Informational/Discussion/Possible Action.

- a. **One-Stop Operator End of Year Report**

Maximus Project Director Gretchen Caraway presented the One-Stop Operator End of Year Report. Below are the following highlights from the presentation.

- Overview
- PY2021-2022 One-Stop Operator
 - o Performance Measures & Outcomes
 - o Activities & Achievements
- PY2021-2022 One-Stop Operator Data Tracking
- PY2022-2023 One-Stop operator Planned Activities & Recommendations

- PY2021-2022 One-Stop Operator Budget Review

MOTION: Chair Hill asked for a motion to approve the One-Stop Operator End of Year Report as presented. Subhash Chandra made a motion; Noelle Trinder seconded the motion.

All in favor vote held:

In favor: Angela Creedon, Bonnie Schirato, Gregg Ghelfi, Grenee Martacho, Ismial Rangel, Jason Walker, Konrad Robichaud, Leah Hill, Matthew Clark, Noelle Trinder, Shawn Hutchinson, Subhash Chandra, Tina Drews

Opposed: None

Abstained: None

Motion passed.

Information/Discussion Only.

a. Service Provider Update/ARPA Funding Update.

Workforce Development Assistant Director CJ Williams provided an MCWDB with the Service Provider Update. Mr. Williams highlighted the following from the submitted Title IB 4th Quarter Report.

- Program Participation
 - o 5,913 served
 - o 20% increase from PY20
- Training Services
 - o 25% increase
- Employers Served
 - o 718 served
 - o Total services delivered increased by 32%

Chair Hill inquired as to the year-to-year comparison of the participants served.

Mr. Williams noted a 20% increase in participants served.

Workforce Development ARPA Project Coordinator Kirk Anderson provided the Board with a presentation on the ARPA Funding Update. Below are the highlights from Mr. Anderson's presentation.

- Job Seeker Initiative Vendors
- Job Seeker Initiative Scope of Work
- Career, College and Credential Vendors
- Career, College and Credential Scope of Work
- Employer Services Vendors
- Employer Services Scope of Work

b. Comprehensive Services/Partnerships

Human Services Director Jacqueline Edwards presented the Board with the Comprehensive Services/Partnerships presentation. Below are the following highlights from the presentation.

- Comprehensive and Integrated Services
- HSD Approaches to Integration of Services

- Workforce Development Coordination – Partnerships with Cities and Towns
- Maricopa County Library District

Board Member Shawn Hutchinson inquired about childcare assistance for students who are engaging in non-traditional education during early morning hours.

Human Services Director Jacqueline Edwards shared that the HeadStart program may be a viable resource for the students.

Board Member Hutchinson also inquired if the HeadStart program was subsidized by Maricopa County?

Ms. Edwards also noted that the HeadStart program is a federally funded program that provides regional assistance throughout the Maricopa County region, including 80 classrooms for children ages 0-5. The program is free to participants, pending they meet the outlined requirements.

c. Careers Pathway Strategists Highlights

Healthcare Careers Pathway Strategist

MCWDB Executive Director Steve Clark provided the Healthcare Careers Pathway Strategist update on behalf of Jordan Dodeward. Below are the following highlights.

- Healthcare Apprenticeship Pilot Program (Hamilton Ryker and AZ-HCAP)
- Refugee Career Assistance Program Development

MCWDB Member Shawn Hutchinson inquired if there were advocacy groups working with the refugee population.

Maricopa County Assistant County Manager Lee Ann Bohn noted how the Board of Supervisors designed \$6 million ARPA funding to support the four relocation agencies.

Human Services Director Jacqueline Edwards noted that in addition, the County is working with the smaller agencies through non-profit assistance funding to assist with workforce development services.

MCWDB Member Ismial Rangel noted the Department of Economic Security’s refugee assistance program as well and looked forward to possibly engaging with Ms. Dodeward.

In-Demand Careers Pathway Strategist

In-Demand Career Pathway Strategist Ron Drake shared his strategist update. Below are the following highlights.

- WIOA Review
- Title Partner Engagement
- Strategist Goals
- Community, Economic and Education Partnership Engagement

d. One-Stop Operator Procurement Update

MCWDB Management Analyst Nancy Avina presented the Board with an update on the One-Stop Operator Procurement. The following highlights from the presentation are below.

- 2023 Request for Participation (RFP) Solicitation
 - o Open July 29th through September 6th
 - o Community Announcement for Stakeholders
 - o New Scope of Work

- Title Partner Outreach

Call to the Public.

Chair Hill made a call for public comment. No one spoke.

Adjourn.

Chair Hill adjourned the MCWDB meeting at 10:34 a.m.

**For additional information, contact MCWDB staff at: MCWDB@maricopa.gov*

DRAFT



Consent Agenda.

Fiscal Reports



Maricopa County FY23 WIOA (BTA) Budget to Actuals

OCTOBER 20, 2022

WIOA FISCAL AGENT-NICOLE FORBES

FY2023 WIOA Budget to Actual

Service Provider Approved Budget \$22,285,720

Expended YTD as of September 30, 2022

\$3,966,040

WDB Approved Budget= \$ 1,118,532

Expended YTD as of September 30, 2022

\$189,139

****In FY23 at minimum \$12,899,463 must be Expended By June 30, 2023****

28% Expended as of September 30, 2022

WIOA

Funding by Category

Fiscal Year 07/01/2022-06/30/2023						
FY23 Service Provider (WDD)						
	FY23 Approved Budget	YTD FY23 AS OF 9/30/2022	% Spent YTD	Forecast	% Forecast	Balance Remaining
Roll Up						
ADULT	13,371,432	2,484,899	19%	9,291,002	69%	4,080,430
DW	1,337,143	143,648	11%	1,193,817	89%	143,326
YOUTH	7,577,145	1,337,493	18%	3,463,050	46%	4,114,095
Total	22,285,720	3,966,040	18%	13,947,869	63%	8,337,851
Fiscal Year 07/01/2022-06/30/2023						
FY23 Workforce Development Board (WDB)						
	FY23 Approved Budget	YTD FY23 AS OF 9/30/2022	% Spent YTD	Forecast	% Forecast	Balance Remaining
Roll Up						
ADULT	805,343	143,745	18%	568,336	71%	237,007
DW	100,668	13,240	13%	71,042	71%	29,626
YOUTH	212,521	32,154	15%	149,977	71%	62,544
Total	1,118,532	189,139	17%	789,355	71%	329,177



QUESTIONS?

Contact Information:
Nicole.Forbes@Maricopa.gov

THANK YOU FOR YOUR TIME.



**WORKFORCE DEVELOPMENT BOARD
BUDGET FY 2023
YTD Sept 2022**

WDB-FY23	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Close OUT	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED	
TOTAL COSTS	1,118,532	65,376	60,244	63,519	98,860	75,111	53,004	61,497	61,497	62,114	61,497	63,165	63,847	-	189,139	789,355	310,677	17%	
Fund - 222	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Close OUT	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED	
PERSONNEL																			
REGULAR SALARIES	477,600	43,641	41,759	39,943	36,312	46,558	31,038	36,312	36,312	36,312	36,312	37,451	37,451		125,342	459,401	18,199	26%	
TOTAL PERSONNEL	477,600	43,641	41,759	39,943	36,312	46,558	31,038	36,312	36,312	36,312	36,312	37,451	37,451	-	125,342	459,401	18,199	26%	
FRINGE BENEFITS																			
TAXES	36,536	3,532	2,936	3,014	2,778	3,562	2,374	2,778	2,778	2,778	2,778	2,865	2,865		9,482	35,037	1,499	26%	
RETIREMENT	58,124	5,664	4,713	4,861	4,419	5,666	3,777	4,419	4,419	4,419	4,419	4,558	4,558		15,238	55,893	2,231	26%	
MEDICAL	81,792	6,816	6,816	3,408	6,816	5,680	5,680	6,816	6,816	6,816	6,816	6,816	6,816		17,040	76,112	5,680	21%	
UNEMPLOYMENT & WORKERS' COMP	2,234			505			505			505			558		505	2,073	161	23%	
TUITION REIMBURSEMENT	10,500																10,500	0%	
TOTAL FRINGE BENEFITS	189,186	16,011	14,465	11,788	14,013	14,908	12,337	14,013	14,013	14,518	14,013	14,239	14,797	-	42,264	169,114	20,072	22%	
INDIRECT COSTS																			
INDIRECT COSTS	145,696		3,501	9,854	11,172	13,645	9,629	11,172	11,172	11,284	11,172	11,475	11,599		13,355	115,676	30,020	9%	
TOTAL INDIRECT COSTS	145,696	-	3,501	9,854	11,172	13,645	9,629	11,172	11,172	11,284	11,172	11,475	11,599	-	13,355	115,676	30,020	9%	
TRAVEL & TRAINING																			
TRAVEL	35,000	306	159	-	-	-	-	-	-	-	-	-	-		465	465	34,535	1%	
TOTAL TRAVEL & TRAINING	35,000	306	159	-	-	-	-	-	-	-	-	-	-	-	465	465	34,535	1%	
SUPPLIES																			
OFFICE SUPPLIES	4,500		113	922											1,035	1,035	3,465	23%	
FOOD	1,000																		
POSTAGE	50																50	0%	
NON- CAPITAL EQUIPMENT	5,000																		
TOTAL SUPPLIES	10,550	-	113	922	-	-	-	-	-	-	-	-	-	-	1,035	1,035	3,515	10%	
CONTRACTUAL																			
ONE STOP OPERATOR	200,000				37,363												37,363	162,637	0%
CONSULTANT	40,000																	40,000	0%
TOTAL CONTRACTUAL	240,000	-	-	-	37,363	-	-	-	-	-	-	-	-	-	-	37,363	202,637	0%	
OPERATING SERVICES																			
ASSOCIATION/MEMBERSHIPS	8,000	5,418	247	636											6,301	6,301	1,699	79%	
MARKETING	2,000																	0%	
LABOR MARKET	1,000																	0%	
PRINTING (COPIER)	6,000																6,000	0%	
CELL PHONES/LAND LINES	3,500			377											377	377	3,123	11%	
TOTAL OPERATING SERVICES	20,500	5,418	247	1,012	-	-	-	-	-	-	-	-	-	-	6,677	6,301	1,699	33%	
TOTAL COSTS	1,118,532	65,376	60,244	63,519	98,860	75,111	53,004	61,497	61,497	62,114	61,497	63,165	63,847	-	189,139	789,355	310,677	17%	



Consent Agenda.

FY22 WIOA Final Expended and FY23 WIOA (BTA) Budget to Actuals



Maricopa County FY22 WIOA Final Expended FY23 WIOA (BTA) Budget to Actuals

SEPTEMBER 15, 2022

WIOA FISCAL AGENT-NICOLE FORBES

FY2022 WIOA Final Budget to Actual

Service Provider Approved Budget \$21,210,273

Final Expended per Category:

ADULT	\$12,640,393
DW	\$1,575,756
YOUTH	\$6,661,220
Total	\$20,887,369

WDB Approved Budget \$1,006,980

Final Expended **\$889,265**

FY2023 WIOA Budget to Actual

Service Provider Approved Budget \$22,285,720

Expended YTD as of August 30, 2022

\$2,266,190

WDB Approved Budget= \$ 1,118,532

Expended YTD as of August 30, 2022

\$125,620

****In FY23 at minimum \$12,899,463 must be Expended By
June 30, 2023****

18% Expended as of August 30, 2022

WIOA

Funding by Category

FY23 Service Provider (WDD)						
	FY23 Approved Budget	YTD FY23 AS OF 8/30/2022	% Spent YTD	Forecast	% Forecast	Balance Remaining
Roll Up						
ADULT	13,371,432	1,334,911	10%	7,639,808	57%	5,731,624
DW	1,337,143	92,037	7%	628,350	47%	708,793
YOUTH	7,577,145	839,242	11%	3,309,376	44%	4,267,769
Total	22,285,720	2,266,190	10%	11,577,534	52%	10,708,186
Fiscal Year 07/01/2022-06/30/2023 FY23 Workforce Development Board (WDB)						
	FY23 Approved Budget	YTD FY23 AS OF 8/30/2022	% Spent YTD	Forecast	% Forecast	Balance Remaining
Roll Up						
ADULT	805,343	90,446	11%	556,732	69%	248,611
DW	100,668	11,306	11%	69,592	69%	31,076
YOUTH	212,521	23,868	11%	146,915	69%	65,606
Total	1,118,532	125,620	11%	773,239	69%	345,293



QUESTIONS?

Contact Information:
Nicole.Forbes@Maricopa.gov

THANK YOU FOR YOUR TIME.



**WORKFORCE DEVELOPMENT BOARD
BUDGET FY 2022
YTD Final 2022
UNIT 2250**

WDB-FY22	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Close OUT	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED
TOTAL COSTS	1,006,980	11,314	56,145	54,175	38,620	48,939	75,188	79,718	32,576	132,268	102,839	34,779	173,142	49,564	889,265	889,265	108,404	88%
Fund - 222	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Close OUT	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED
PERSONNEL																		
REGULAR SALARIES	373,090	7,443	40,114	23,852	11,926	21,683	22,388	22,438	22,437	56,772	30,329	20,132	58,597		338,110	338,110	34,980	91%
TOTAL PERSONNEL	373,090	7,443	40,114	23,852	11,926	21,683	22,388	22,438	22,437	56,772	30,329	20,132	58,597	-	338,110	338,110	34,980	91%
FRINGE BENEFITS																		
TAXES	28,542	558	3,011	1,799	898	1,648	1,686	2,063	1,876	4,250	2,277	1,511	4,436		26,014	26,014	2,528	91%
RETIREMENT	46,300	930	4,978	2,960	1,480	2,643	2,778	2,785	2,599	7,045	3,764	2,485	7,272		41,720	41,720	4,581	90%
MEDICAL	68,160	2,272	6,816	4,544	4,544	2,272	4,544	4,544	4,544	8,520	5,680	6,816	6,816		61,912	61,912	6,248	91%
UNEMPLOYMENT & WORKERS' COMP	2,234	-	372	186	186	186	-	372	186	186	186	-	372		2,234	2,234	0	100%
TUITION REIMBURSEMENT	5,250	-	-	-	-	-	-	-	-	-	-	-	-		-	-	5,250	0%
TOTAL FRINGE BENEFITS	150,487	3,760	15,178	9,490	7,108	6,749	9,009	9,764	9,205	20,002	11,907	10,812	18,896	-	131,880	131,880	18,607	88%
INDIRECT COSTS																		
INDIRECT COSTS	115,068	-	-	14,762	11,586	-	-	20,348	-	13,752	9,447	-	17,416	16,815	104,126	104,126	10,942	90%
TOTAL INDIRECT COSTS	115,068	-	-	14,762	11,586	-	-	20,348	-	13,752	9,447	-	17,416	16,815	104,126	104,126	10,942	90%
TRAVEL & TRAINING																		
TRAVEL	30,000	-	-	-	-	-	-	13,628	478	657	1,652	2,462	(70)	389	19,195	19,195	10,805	64%
TOTAL TRAVEL & TRAINING	30,000	-	-	-	-	-	-	13,628	478	657	1,652	2,462	(70)	389	19,195	19,195	10,805	64%
SUPPLIES																		
OFFICE SUPPLIES	4,500	-	-	464	(15)	20	-	-	203	125	146	10	415	83	1,451	1,451	3,049	32%
FOOD	1,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NON CAPITOL EQUIPMENT	25,500	-	-	-	4,269	12,748	-	255	-	-	8,415	-	-	-	25,687	25,687	(187)	101%
POSTAGE	50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	50	0%
TOTAL SUPPLIES	31,050	-	-	464	4,254	12,768	-	255	203	125	8,561	10	415	83	27,138	27,138	2,912	87%
CONTRACTUAL																		
ONE STOP OPERATOR	197,036	-	-	3,395	-	7,739	43,791	12,778	-	27,709	14,639	-	37,790	31,760	179,601	179,601	17,435	91%
CONSULTANT	90,000	-	-	-	-	-	-	-	-	12,998	25,996	-	38,994	-	77,988	77,988	12,012	87%
TOTAL CONTRACTUAL	287,036	-	-	3,395	-	7,739	43,791	12,778	-	40,707	40,635	-	76,784	31,760	257,589	257,589	29,447	90%
OPERATING SERVICES																		
ASSOCIATION/MEMBERSHIPS	8,000	-	600	2,214	3,240	-	-	-	-	-	55	1,110	70	-	7,289	7,289	711	91%
MARKETING	2,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
LABOR MARKET	1,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
PRINTING (COPIER)	6,000	-	-	-	-	-	-	-	-	-	-	-	780	73	853	853	5,147	14%
CELL PHONES/LAND LINES	3,250	111	253	-	506	-	-	506	253	253	253	253	253	445	3,086	3,086	164	95%
TOTAL OPERATING SERVICES	20,250	111	853	2,214	3,746	-	-	506	253	253	308	1,363	1,103	518	11,228	11,228	711	55%
TOTAL COSTS	1,006,980	11,314	56,145	54,175	38,620	48,939	75,188	79,718	32,576	132,268	102,839	34,779	173,142	49,564	889,265	889,265	108,404	88%



**WORKFORCE DEVELOPMENT BOARD
BUDGET FY 2023
YTD August 2022**

WDB-FY23	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Close OUT	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED	
TOTAL COSTS	1,118,532	65,376	60,244	61,497	62,179	88,081	61,497	62,179	61,497	61,497	62,179	63,165	63,847	-	125,620	773,239	326,793	11%	
Fund - 222	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Close OUT	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED	
PERSONNEL																			
REGULAR SALARIES	477,600	43,641	41,759	36,312	36,312	54,468	36,312	36,312	36,312	36,312	36,312	37,451	37,451		85,399	468,954	8,646	18%	
TOTAL PERSONNEL	477,600	43,641	41,759	36,312	36,312	54,468	36,312	36,312	36,312	36,312	36,312	37,451	37,451	-	85,399	468,954	8,646	18%	
FRINGE BENEFITS																			
TAXES	36,536	3,532	2,936	2,778	2,778	4,167	2,778	2,778	2,778	2,778	2,778	2,865	2,865		6,467	35,809	727	18%	
RETIREMENT	58,124	5,664	4,713	4,419	4,419	6,629	4,419	4,419	4,419	4,419	4,419	4,558	4,558		10,377	57,055	1,069	18%	
MEDICAL	81,792	6,816	6,816	6,816	6,816	6,816	6,816	6,816	6,816	6,816	6,816	6,816	6,816		13,632	81,792	-	17%	
UNEMPLOYMENT & WORKERS' COMP	2,234				558			558				558			-	2,232	2	0%	
TUITION REIMBURSEMENT	10,500														-	-	10,500	0%	
TOTAL FRINGE BENEFITS	189,186	16,011	14,465	14,013	14,571	17,612	14,013	14,571	14,013	14,013	14,571	14,239	14,797	-	30,476	176,888	12,298	16%	
INDIRECT COSTS																			
INDIRECT COSTS	145,696		3,501	11,172	11,296	16,002	11,172	11,296	11,172	11,172	11,296	11,475	11,599		3,501	121,154	24,542	2%	
TOTAL INDIRECT COSTS	145,696	-	3,501	11,172	11,296	16,002	11,172	11,296	11,172	11,172	11,296	11,475	11,599	-	3,501	121,154	24,542	2%	
TRAVEL & TRAINING																			
TRAVEL	35,000	306	159												465	465	34,535	1%	
TOTAL TRAVEL & TRAINING	35,000	306	159	-	-	-	-	-	-	-	-	-	-	-	465	465	34,535	1%	
SUPPLIES																			
OFFICE SUPPLIES	4,500		113												113	113	4,387	3%	
FOOD	1,000														-	-			
POSTAGE	50														-	-	50	0%	
NON- CAPITAL EQUIPMENT	5,000																		
TOTAL SUPPLIES	10,550	-	113	-	-	-	-	-	-	-	-	-	-	-	113	113	4,437	1%	
CONTRACTUAL																			
ONE STOP OPERATOR	200,000														-	-	200,000	0%	
CONSULTANT	40,000														-	-	40,000	0%	
TOTAL CONTRACTUAL	240,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	240,000	0%	
OPERATING SERVICES																			
ASSOCIATION/MEMBERSHIPS	8,000	5,418	247												5,665	5,665	2,335	71%	
MARKETING	2,000														-	-		0%	
LABOR MARKET	1,000														-	-		0%	
PRINTING (COPIER)	6,000														-	-	6,000	0%	
CELL PHONES/LAND LINES	3,500														-	-	3,500	0%	
TOTAL OPERATING SERVICES	20,500	5,418	247	-	-	-	-	-	-	-	-	-	-	-	5,665	5,665	2,335	28%	
TOTAL COSTS	1,118,532	65,376	60,244	61,497	62,179	88,081	61,497	62,179	61,497	61,497	62,179	63,165	63,847	-	125,620	773,239	326,793	11%	



Consent Agenda.

MCWDB Annual Report



ARIZONA @ WORK™

MARICOPA COUNTY

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MCWDB ANNUAL REPORT

PROGRAM YEAR 2021

A background image showing a long, straight asphalt road with yellow double lines down the center, leading towards a range of rugged, rocky mountains under a clear sky. The road is flanked by utility poles and traffic lights. The overall scene is bright and clear.

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Letter from the Chair

I will start (and will end) by expressing my profound appreciation to Maricopa County's Workforce Development Board (MWDB), our Elected Officials, Maricopa County leadership and staff, the ARIZONA@WORK Council, our core partners, the jobseekers whom we have served, and the employers who have benefited from great people looking for work.

The past year was one of significant progress. Together, we have accomplished the following: grew services by 20%, continued to be the #1 apprenticeship program in the Country, continued to fulfill our recertification responsibilities by developing and finalizing the MCWDB Strategic Plan, MCWDB Local Plan Modification, updating the MCWDB Bylaws and Policies, recruited eight new board members, and expanded the MCWDB staff with two Career Pathway Strategists. Wow! With that foundation, we now look to the future.

In the year ahead, we began with a Board retreat, a new Committee structure, a highly engaged board, a commitment to drive regional relationships, and a focus on advancing and adapting our Vision, Values, and Goals with our pursuit to be a best-in-class workforce system that connects jobseekers to career opportunities and employers to skilled talent, stimulating economic prosperity and enhancing quality of life for all.

I extend my heart-filled gratitude and appreciation to everyone who accomplished so much amidst the pandemic we have endured in the nearly three years. I appreciate you and all you do. I look forward to prospering together in the upcoming year.

Leah Hill, Chair
Maricopa County Workforce Development Board



Leah Hill

Chair

Maricopa County

Workforce Development

Board



MARICOPA COUNTY

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Overview of Maricopa County

Maricopa County was established as a County in 1871. It is located in south-central Arizona and covers 9,224 square miles. It is the most populous county in Arizona and makes up more than half of the State's population. With its 4,496,588 residents, it is the fourth most populous county in the United States. Maricopa County continues to be the fastest-growing county in the nation, with 58,246 people added between July 2020 to July 2021 - an average of 160 people per day.

ARIZONA@WORK - Maricopa County

ARIZONA@WORK - Maricopa County is one of Arizona's 12 regional Local Workforce Development Areas (LWDAs) and serves Maricopa County, excluding the City of Phoenix. ARIZONA@WORK - Maricopa County, collaboration with local community-based organizations, makes up the current workforce network of business and employment related service providers for the Maricopa County LWDA. The system is responsible for providing services to 2.8 million residents within the 8,707 square mile area. The City of Phoenix, which jointly serves Maricopa County, serves nearly 1.68 million people within its 517 square mile boundary.

Maricopa County Workforce Development Board

The Maricopa County Workforce Development Board (MCWDB) is a policy-making entity empowered by the Workforce Innovation and Opportunity Act that works to ensure that Maricopa County residents have the skills, training and education to achieve their career goals, and Maricopa County employers are able to hire, develop and retain qualified employees.

The MCWDB partners with local businesses and educators to create and educate workforce capable of sustaining economic prosperity in the future. The 19-member board represents all facets of the workforce system in the Maricopa County LWDA, including the business community, and leaders from education, labor, public service and community-based organizations.

The MCWDB has established its mission, vision, goals and strategies to ensure that integrated service delivery in the region is aligned with federal and state goals for implementing the Workforce Innovation and Opportunity Act.

MCWDB Mission & Vision

Mission

Based on the WIOA's six purposes, the MCWDB's Mission includes:

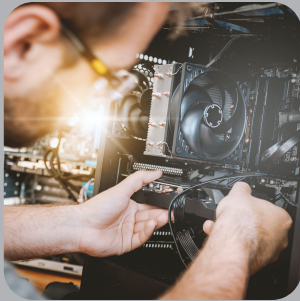
- 01 Increasing access and opportunities for the employment, education, training and support services to succeed in the labor market.
- 02 Supporting the alignment of workforce investment, education and economic development systems in support of a comprehensive, accessible and high-quality workforce development system.
- 03 Improving the quality and labor market relevance of workforce investment, education and economic development efforts to provide workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages and to provide employers with the skilled workers the employers need to succeed in the global economy.
- 04 Promoting improvement in the structure of and delivery of services to better address the employment and skill needs of workers, job seekers and employers.
- 05 Increasing the prosperity of workers and employers, the economic growth of communities, regions and states and the global competitiveness of the United States.
- 06 Providing workforce investment activities that increase the employment, retention and earnings of participants and increase attainment of recognized postsecondary credentials by participants.



Vision

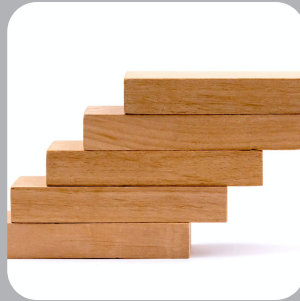
Your trusted partner to deliver innovative workforce solutions that connect employers to skilled talent and prepare job seekers for careers, stimulating economic prosperity and enhancing quality of life for all.

MCWDB's GOALS



Create a High Quality Workforce Development System

- Strong education services to address employer needs.
- Ensure a strong apprenticeship program
- Deliver effective training
- Strengthen educational services
- Deliver a high-quality, seamless customer experience



Build Brand Awareness of Workforce Development to Increase Utilization

- Employer and job-seeker focused



Implement Regional Workforce Entity

- Establish a viable entity for serving the region
- Maintain a human-Centered Design approach
- Ensure focus on flex



Build a Self-Sustaining System of Workforce Development

- Identify a range of alternative funding sources in addition to federal workforce development agencies
- Include long-term partnerships with private sector partners, foundations and other sources
- Specify integrated funding sources that ensure a wide range of services to employers and job-seekers

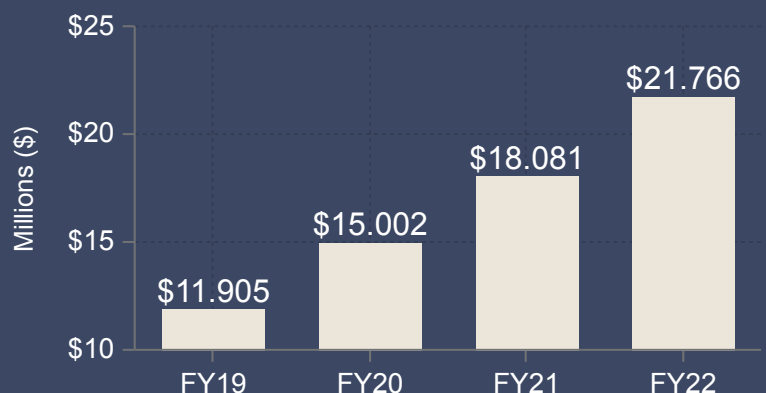


Design Performance-Based Metrics that Improve System Outcomes

- Design meaningful and simple metrics
- Apply metrics that add value and facilitate understanding of all stakeholders
- Contribute to shared achievement through clarity of metrics

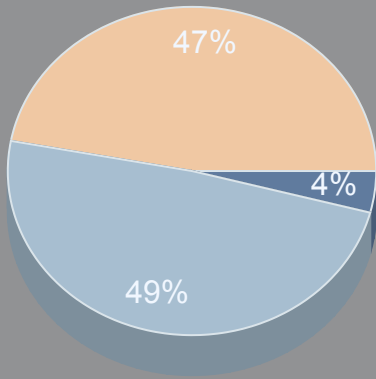
Total Funding Expended

Fiscal Years
2019-2022



FY22 Financial Review

Total Expenditures for
FY 2022:
\$21,766,634



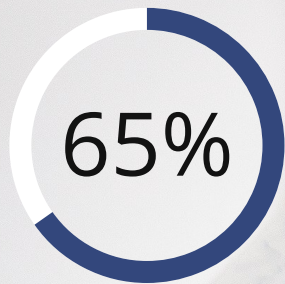
WDB Admin & Oversight \$889,265

ARIZONA@WORK Services:
Staffing & Operations \$10,633,561

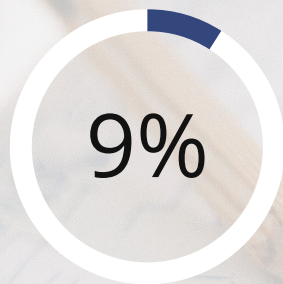
Direct Participant Services \$10,243,807

Direct Participant Services Breakdown

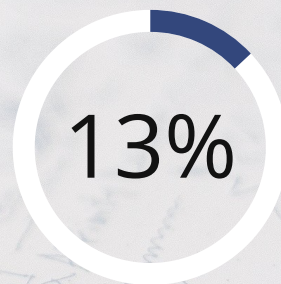
During Fiscal Year 2022 \$10,243,807 (47%) of funding went directly to services including apprenticeships, occupational skills training, work experiences (WEX), and supportive services. A majority of the funding went to occupational skills training (65%) and WEX (9%).



Occupational
Skills Training



Work
Experience



Apprenticeship



Supportive
Services

Maricopa County

At a Glance

Population

4.49M

Median Age

37.9

Median Household Income

\$67,799

Families in Poverty

12.1%

Unemployment Rate

5.7%

Median Property Value

\$293,600

Number of Employees

1.8M

Number of Businesses

97,970

PY21 Activity Highlights

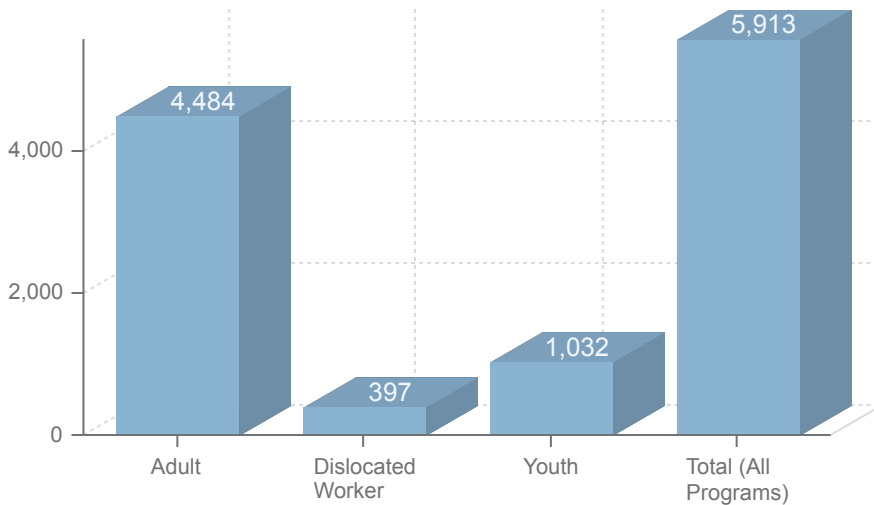
Title IB Program

5,913

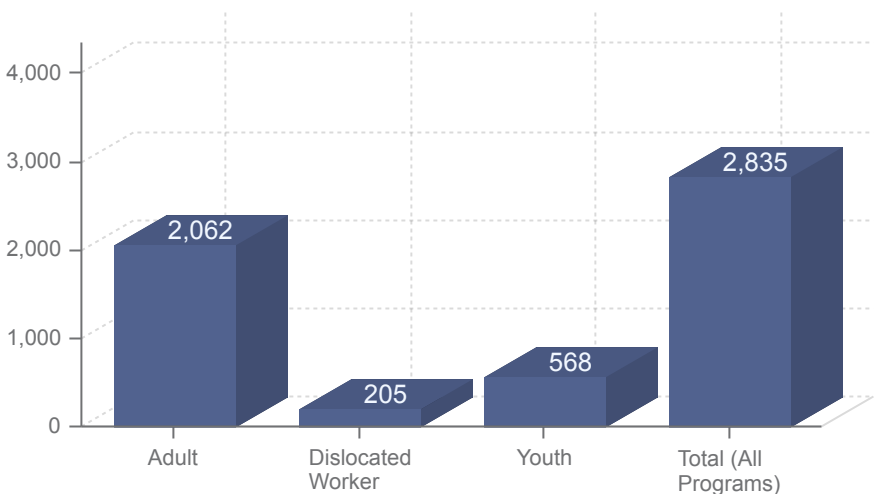
Program Participants.



Program Participation



Training Service Participation



20%

Year-Over-Year
INCREASE

There are four major WIOA Title IB program including:

The Adult Program provides workforce services that increase the employment, retention, earning and attainment of recognized post-secondary credentials for adults ages 18 and older.

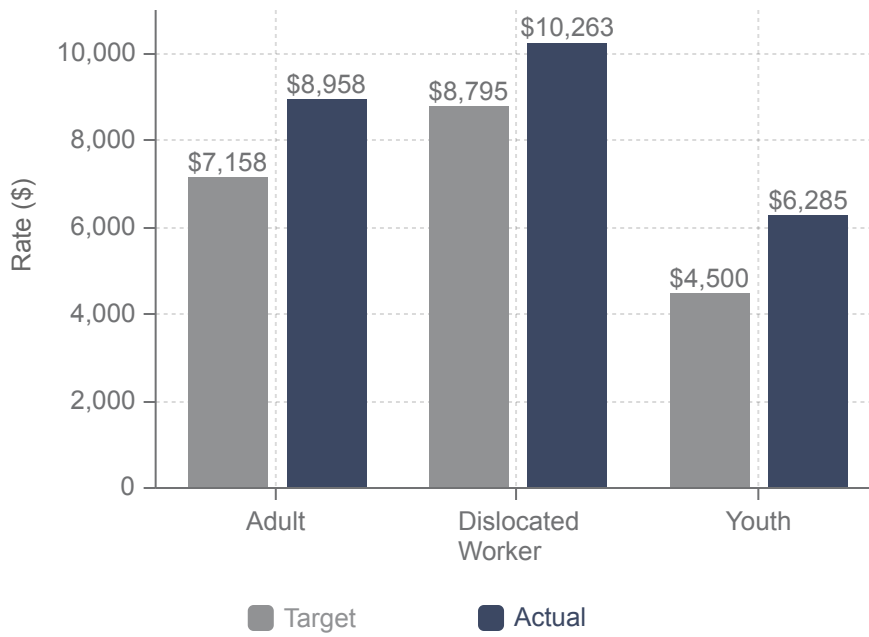
The Dislocated Worker (DW) Program provides services to individuals who have been terminated, laid off, or have received notice of termination or layoff from employment, generally due to employer downsizing or plant closures. Self-employed individuals who are unemployed due to economic conditions as well as displaced homemakers may also receive DW program services.

The Rapid Response (RR) Program is the cooperative effort of ARIZONA@WORK-Maricopa County staff and other partner programs. RR provides assistance and services to workers affected by layoffs, plant closures, natural or other disasters resulting in mass job dislocation. The intent of RR activities is to aid affected workers and help them transition to a new employment opportunity as quickly as possible.

The Youth Program provides a comprehensive array of services (i.e. occupational skills training, work experiences, basic academic skills education, adult mentoring, etc.) the goal is for program participants to obtain a job in a career pathway, enroll in post-secondary education or register in an apprenticeship prior to the end of their participation in the program. Youth programs offer services to in-school and out-of-school youth ages 14-24.

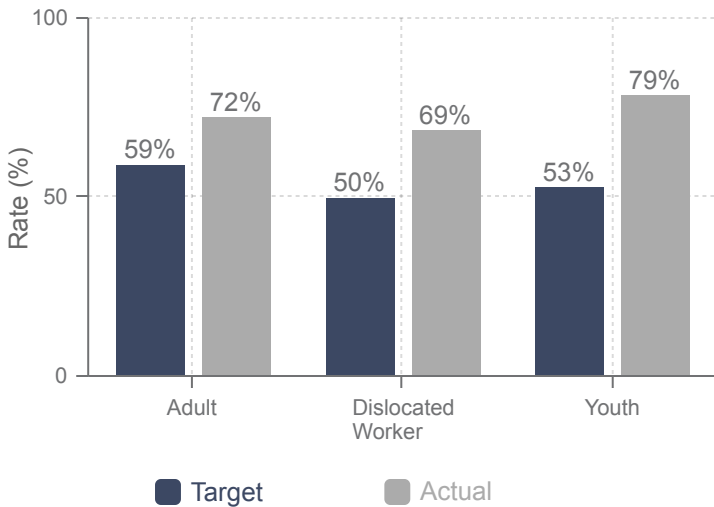


Median Earnings

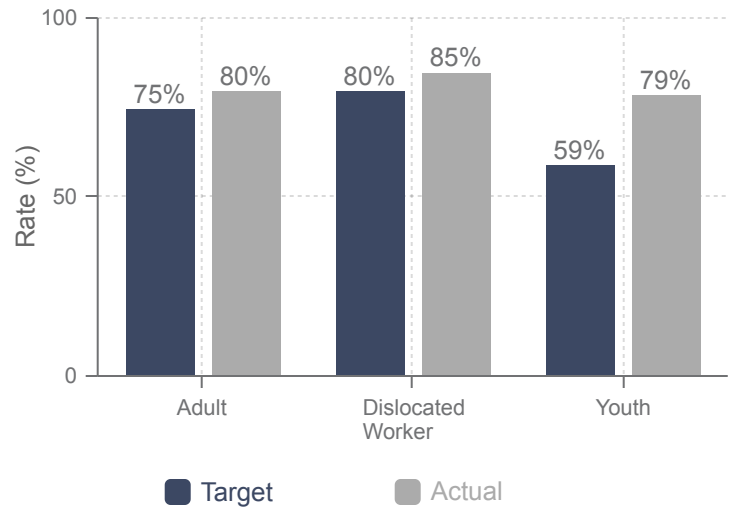


Median Earnings
(2nd Quarter After Exit)
The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.

Measurable Skill Gains



Credential Attainment



Title II: Adult Education

WIOA strengthens the Title II Adult Education and Family Literacy Act (AEFLA) program by positioning adult education services provided by the Arizona Department of Education as a key component of the workforce development system in local communities and improving alignment among adult education programs, post-secondary education providers and employers.

6,640
Total Number of
Participants

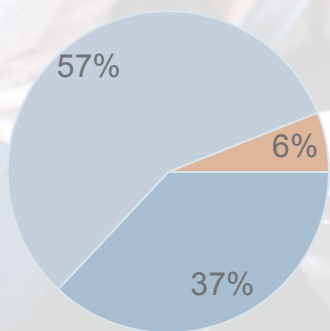
225,637
Instructional
Hours

1,106
IET Program
Participants

3,145
Integrated Eng.
Literacy & Civics
Participants

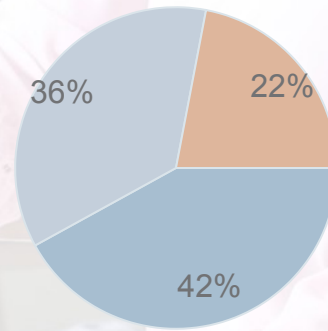
57%
Participants with
Measurable Skill
Gains

ABE/ASE Participation by Grade Level



Grade Level 0-3.9 37 Grade Level 4-8.9 57
Grade Level 9-12 6

ESL Participation by Level



ESL Level 1-2 42 ESL Level 3-4 36
ESL Level 5-6 22

Title III: Employment Services

The Employment Service Program provides employment services and career counseling to job seekers. This program also provides labor exchange services to job seekers and employers. These services are available to all job seekers, regardless of employment status, though Veterans receive priority and disabled Veterans receive highest priority. Any employer seeking workers are eligible for employer services from this program. Services include job search and placement assistance for job seekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance complaints, labor exchanges services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs and the development and provision of labor market and occupational information.

10,082

Customers Served

7,963

Total Exiters



Title IV: Vocational Rehabilitation

The Rehabilitation Services Administration (RSA) assists individuals with disabilities to meet their goals for employment and independence. RSA is responsible for for technical assistance and resources for individuals with disabilities and for administering Vocational Rehabilitation (VR) programs. Program eligibility is limited to adults who have a physical or mental impairment that results in substantial employment barriers and who require Title IV services to "prepare for, secure, retain, advance in, or regain employment that is consistent with the applicant's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice."

11,100

Average Number of Customers Served

7,011

Number of Job Placements

\$15.51

Average Hourly Wage

Maricopa County Workforce Development Board

Leah Hill

Chair
HR Manager, Workforce
Education Investments
Mayo Clinic



Greg Ghelfi

Member
Business Development
Officer
Maricopa IDA



Bonnie Schirato

Vice Chair
Vice President
Tivity Health



Greene Martacho

Member
Chief Executive Officer
Concord General
Contracting



Shawn Hutchinson

Second Vice Chair
Training Director
Phoenix Electrical JATC



Ismial Rangel

Member
Assistant Program
Manager
Arizona DES



Angela Creedon

Member
Arizona Public Affairs
Manager
Intel



Jason Walker

Member
Deputy Chief
Maricopa County Adult
Probation



Darcy Renfro

Member
Vice Chancellor
Maricopa County
Community College



Dr. Joe Veres

Member
Senior Vice President
Grand Canyon University



Konrad Robichaud

Member
RN Director Clinical
Education
Banner Health



Scott Holman

Member
Head of Human Resources
TSMC



Loren Granger

Member
AVP, Corporate Recruiter
Bank of America



Scott Sudhalter

Member
Regional Director
Dell Technologies



Marcia J. Veidmark

Member
President/CEO
SSC Underground



Steve Navis

Member
Workforce Outreach
Manager
Arizona Builders Alliance



Matt Clark

Member
State & Local Gov Affairs
Director
Verizon



Stan Chavira

Member
Secretary - Treasurer
United Food &
Commercial Workers



Dr. Noelle Trinder

Member
Senior Director,
Healthcare Careers
Banner Health



Subhash Chandra

Member
HR & Finance Director
TBC Services, LLC



Tina Drews

Member
Talent Management
Director
Salt River Project





Community Impact Story

Andrea decided she was no longer satisfied or fulfilled working minimum wage jobs. She was looking for a new career to afford a better life for her and her daughter. She did not want to continue working at call center jobs and wanted to pursue a career in the medical field. She had worked in the field at a front desk & in medical call centers but wanted something more. However, Andrea was experiencing challenges finding a training she could attend, while holding down a full-time job and raising her daughter.

Andrea received information about ARIZONA@WORK and decided to call to get more information. Andrea attended Orientation and the Employment Academy, and was paired with her Career Advisor, Jennifer. After enrolling in individualized services, with Jennifer's assistance, Andrea researched different types of trainings. Andrea decided to attend a Phlebotomy Program at Desert Dental & Health Academy and began training on 7/5/22. She loved the way that the school taught and felt this was the right fit for her as they worked with her schedule to help her to be successful in the program. She was now on the path to begin a new career.

Andrea graduated training 7/29/22 and started her new career at Labcorp on 8/2/22 making \$19.00 an hour with the opportunity to move up. Andrea shared she is now feeling like she has a career she can advance in and hopes to increase her skills with additional medical trainings in the future.



Consent Agenda.

MCWDB Executive Director Report

Maricopa County Workforce Development Board Executive Director Report

October 20, 2022

Staff Changes

As you know, MCWDB Management Analyst Kennedy Riley, accepted a new position with the Arizona Office of Economic Opportunity. We are excited for her as she accepts a promotion with new responsibilities. Kennedy will likely remain involved with the MCWDB in her new role. Our initial plan is not to replace this position and revisit our workload next summer/fall.

Maricopa County Workforce Development Board Roster

We continue to be in recruiting mode as we seek a new member in the “Workforce” sector of the Board. The requirements include that any potential candidate comes from a labor organization. We have a short list of recruits but are always open to suggestions from our current members. Our deadline to fill this open seat in January 19, 2023.

1st Annual Regional Workforce Summit

As collaboration continues with our counterparts at the City of Phoenix and Pinal County workforce areas, we are in the very early stages of planning what we hope to be the 1st Annual Regional Workforce Summit. The Executive Directors and Board Chairs from each of these areas plan to continue brainstorming ideas to convene major players in workforce development, economic development, and education in a one-day summit to share best practices and innovative solutions and hear from leaders in the three areas. Our next meeting will be on November 2. Stay tuned for more details.

Partnership Updates

As we strive to have connections with all six of our in-demand industries, we continue to develop new workforce partnerships, and they include:

- Greater Phoenix Chamber of Commerce
- Arizona Manufacturer’s Council
- Home Builders Association of Central Arizona
- AZ-HCAP Apprenticeship Accelerator
- Refugees
- Maricopa County Community College District
- Healthcare Workforce Collaborative
- Arizona Association of Health Plans (AzAHP)
Workforce Alliance
- WESTMARC
- Arizona Tech Council



Consent Agenda.

Workforce Development Division Policies

SERVICE PROVIDER POLICIES

Kennedy Riley, Management Analyst

September 15, 2022

Agenda/Introduction

- Review approve 5 policies for Title IB Service Provider, Workforce Development Division
 - Adult Eligibility
 - Dislocated Worker Eligibility
 - Youth Eligibility
 - Basic Career Services
 - Individualized Career Services

Policy 1: Adult Eligibility

- Background: Policy outlines the requirements for Adults to utilize WIOA Title IB Adult Program
 - Eligibility requirements at minimum:
 - Be at least 18 years old at the time of WIOA application
 - Be eligible to work in the United States
 - Be registered with Selective Service if applicable
 - Be a resident of Arizona
- Outlines additional requirements for training services and priority populations

Policy 2: Dislocated Worker Eligibility

- Background: Policy outlines the requirements for Dislocated Workers to utilize WIOA Title IB services
- Eligibility requirements at minimum:
 - Be eligible to work in the United States
 - Be registered with Selective Service if applicable
 - Be a resident of Arizona
 - Be one of the following:
 - Laid-off or U.S. Veteran or Military Spouse
 - Plant Closure / Mass Layoff
 - Self-Employed
 - Displaced Homemaker
 - Dislocated/Spouse of an Active-Duty Member of the Armed Forces

Policy 3: Youth Eligibility

- Background: Policy outlines the requirements for Youth to utilize WIOA Title IB Youth Program
 - The WIOA Youth Program requires youth ages 14 – 24 to be eligible under the Federal guidelines in order receive program services. Participants may continue to receive services beyond the age of 24 after they are enrolled in the program.
- Determination of In-School Youth or Out of School Youth*
- Documentation of eligibility and checklist requirements*

*See policy attachment for detailed information

Policy 4: Basic Career Services

- Background: Basic Career Services are informational and/or self-service and do not require the *collection* of eligibility documents.
- Basic Career Services must be made available to all adults and Dislocated Workers (DWs) accessing the one-stop delivery system in Maricopa County.
- Basic Career Services include but are not limited to*:
 - Eligibility determination for Adult/DW/Youth programs
 - Outreach, intake and orientation
 - Referrals
 - Initial assessments for skill levels

*See attached policy for complete list

Policy 5: Individualized Career Services

- Background: WIOA requires that Individualized Career Services are made available to adults and dislocated workers as appropriate to obtain or retain employment. Individualized services include but are not limited to*:
 - Comprehensive and specialized assessments of skill levels and service needs
 - Internships and work experience linked to careers
 - Financial literacy
 - English language acquisition and integrated education and training programs
 - Follow-up services as appropriate for 12 months, upon placement into unsubsidized employment


*See attached policy for complete list

Action & Next Steps

- Motion to approve 5 policies as presented
- Full Board to vote in October

Thoughts? Questions?



 ARIZONA @ WORK™ <small>MARICOPA COUNTY</small> MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD	SECTION/REFERENCE: DES Section 100 - Adult & Dislocated Worker Program Registration, Eligibility, Enrollment, and Tracking Eligibility Policy	POLICY NUMBER: 22-05
	ORIGINAL ISSUE DATE:	REVISION DATE: September 2022
	AUTHORIZED BY: Maricopa County Workforce Development Board	
SUBJECT: Adult Program Eligibility		

Purpose:

To outline eligibility requirements for WIOA Title IB Adult program

Responsibility of:

Career Advisor, Program Supervisors, and WIOA applicant

Definition:

Eligibility for Training Services - Training services are available for individuals who, after interview, evaluation or assessment, and case management are determined to be unlikely or unable to obtain or retain employment that leads to self-sufficiency or higher wages from previous employment through career services alone. The participant must be determined to need training services and to possess the skills and qualifications to successfully participate.

Low-Income Status - A low-income individual is defined as an individual who:

- Receives, is a member of a family that receives, or has received in the past six months, cash payments under a federal, state, or local income-based public assistance program (e.g., Temporary Assistance to Needy Families (TANF));
- Receives annual income in relation to family size that does not exceed the higher of the federal poverty guidelines or 70 percent of the United States Department of Labor (USDOL) Lower Living Standard Income Level (LLSIL) for each program year;
- Receives, is a member of a family that receives, or has received in the past six months, assistance through the Supplemental Nutrition Assistance Program (SNAP);
- Qualifies as a homeless individual who lacks a fixed, regular, and adequate nighttime residence;
- Is a member of a family whose income does not meet low-income requirements, but is an individual with a disability, and therefore can be counted as a family of one which may potentially qualify them as low-income based off income Receives Supplemental Security Income (SSI)
- Receives, is a member of a family that receives, or has received within the past six months, assistance through the Refugee Cash Assistance (RCA), a federally funded need-based cash benefit for refugees and other eligible beneficiaries, who are not eligible for other cash assistance programs, such as TANF.
- Documentation must be current and indicate that the individual is receiving or is a member of a family that is receiving, or has received in the past six months, TANF, SNAP, or SSI assistance at the time of application to the WIOA program.

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities

Approved on:

Description:

Eligibility is the first step in the WIOA Registration process for individuals applying for WIOA Adult Individualized or Training services. Collecting eligibility documentation is not required for Adults seeking WIOA-funded informational services, self-help services or basic services.

At a minimum, Adult applicants must meet the following general eligibility requirements:

- Be at least 18 years old at the time of WIOA application
- Be eligible to work in the United States
- Be registered with Selective Service if applicable
- Be a resident of Arizona

Priority of Service: WIOA requires that priority of service be given to low-income individuals, which includes veterans, homeless, individuals with disabilities, and individuals that are basic skills deficient. Priority is in effect for Adult programs at all times for Individualized and Training Services, and not only when Adult funds are limited. Refer to the Priority of Service policy for more information. Note that eligibility for Adult services does not entitle individuals to receive funding for training services. Refer to the Occupational skills Training and Training Services Limits policies for additional information.

Determining Family Size: Since low-income status is based on family size (except for individuals automatically considered to be low income) the family size for the previous six months must be determined.

Arizona DES defines a family as:

1. A married couple and dependent children;
2. A parent or guardian and dependent children; or
3. A married couple

Once the family size has been determined, the household income can be calculated. Eligibility for adults is determined by calculation of family income **received** in the six months immediately prior to WIOA application date. The 70% Lower Living Standard Level (LLSIL) is used in determining low-income status. Low-income status must be documented in the case file.

Individuals with a Disability may be considered a family of one for income calculation purposes. The disability must be documented to be considered an individual with a disability and as a family of one. No other household income information needs to be collected.

Eligibility for Employed Adults: Adults employed at the time of WIOA application must meet income criteria for Individualized and Training Services using 450% of the Lower Living Standard Income Level (LLSIL) to determine self-sufficiency. All family income is considered unless the applicant has a disability and can be considered a family of one. See the Self-Sufficiency policy for additional information.

Refer to the table below for Income Inclusions/Exclusions listing for determining household income.

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities

Approved on:

INCOME INCLUSIONS	INCOME EXCLUSIONS
Alimony	Any assets drawn down as withdrawals from a bank, the sale of property, a house, or a car
Child Support payments	Capital gains
College or university grants (excluding Pell Grants and other needs-based scholarships), fellowships, assistantships	Cash payments under a Federal, State, or local income-based public assistance programs
Dividends, interest, net rental income, net royalties, and periodic receipts from estates or trusts	Foster child payments
Gross wages/salaries paid (before deductions) including wages earned in OJT, and wages earned while on active duty or reserve duty in the Armed Forces and severance pay	Needs-based financial aid - Pell Grants, Federal Supplemental Educational Opportunity Grants, Federal Work Study, PLUS, Stafford & Perkins loans (like any other type of loan these represent debt and not income)
Interest and dividends	Non-cash benefits such as employer-paid fringe benefits, food or housing received in lieu of wages, Medicare, Medicaid, Supplemental Nutrition Assistance, school meals, fuel, and housing assistance
Military family allotments or other regular payments from an absent family member	
Net gambling or lottery winnings	
Net receipts from non-farm self-employment (receipts from an individual's own unincorporated business, professional enterprise, or partnership after deductions for business expenses)	One-time gifts, loans, and lump-sum inheritances
Net receipts from farm self-employment (receipts from a farm which one operates as an owner, renter, or sharecropper, after deductions for farm operating expenses)	One-time payments such as for accident, death or casualty insurance payments or compensation for injury
Net rental income	Public Assistance payments including TANF, SSI, RCA, and GA
Pensions, whether private or government including military retirement pay	
Regular insurance or annuity payments	Scholarships based on need
Regular payments from the following: <ul style="list-style-type: none"> • Railroad retirement • Strike benefits from union funds • Worker's Compensation • Training Stipends • Supplemental unemployment benefits paid by the union or employer 	Supplemental Security Income (SSI) from SSA
	Veteran's benefits including compensation for a service-connected disability, compensation for a service-connected death, vocational rehabilitation and education assistance
	For veterans and transitioning service members income earned while on active military duty including reserve duty is excluded

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities

Approved on:


<ul style="list-style-type: none"> • Work-study wages not issued on low-income status 	
Social Security retirement (regular payments)	Work-study wages issued on low-income status
Social Security Disability Insurance (SSDI) regular payments	
Survivor's insurance benefits received under Section 202 of the Social Security Act	
Unemployment insurance payments	
Workers Compensation (regular payments)	

Documentation of Eligibility: The DES Eligibility and Verification Checklist is used as the source for acceptable documentation. If verification/documentation cannot be obtained the DES WIOA Applicant Statement may be accepted as a last resort. Signature of the participant must be obtained.

The Applicant Statement may not be used to document Citizenship/Right to Work, Social Security Number or Selective Service Registration.

Policy Management

Administrative revisions to the policy which are consistent with local, state, and federal laws, may be made by the Maricopa County Workforce Development Board Executive Director, with notice to the MCWDB Board's Executive Committee. All other substantive revisions will go to the MCWDB's Executive Committee for review and recommendation to the full MCWDB for approval.

 ARIZONA @ WORK™ <small>MARICOPA COUNTY</small> MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD	SECTION/REFERENCE: DES Section 200-Adult & DW Program Career Services Policy	POLICY NUMBER: 22-07
	ORIGINAL ISSUE DATE: September 2017	REVISION DATE: September 2022
	AUTHORIZED BY: Maricopa County Workforce Development Board	
SUBJECT: Dislocated Worker Program Eligibility		

Purpose: To outline the eligibility requirements for the WIOA Title IB Dislocated Worker Program.

Responsibility of: Career Advisor, Program Supervisor, Applicant

Definition: The Dislocated Worker program is intended for individuals with an attachment to the labor force who are permanently laid off or terminated through no fault of their own. They must fall into one of the five categories below to be determined eligible as a DW and provide documentation. If the individual is not eligible as a DW they may be served under the Adult program. Eligibility is determined at the time of application and remains intact for the period of program participation regardless of change in employment status.

Description: Eligibility is the first step in the WIOA Registration process for individuals applying for WIOA Dislocated Worker Individualized or Training services. Eligibility determination is not required for Dislocated Worker (DWs) seeking WIOA-funded informational services, self-help services or basic career services.

At a minimum, DW applicants must meet the following general eligibility requirements:

- Be eligible to work in the United States
- Be registered with Selective Service if applicable
- Be a resident of Arizona
- Be one of the following:

Category 1: Laid-off or U.S. Veteran or Military Spouse

- A. An individual (non-retiree) including recently separated U.S veterans within 48 months after discharge or release from active duty, who has been terminated or has been laid off or has received notice of termination/layoff; AND
 1. Is eligible for or has exhausted entitlement to unemployment compensation; OR
 2. Has been employed for a duration sufficient to demonstrate attachment to the workforce (determined on a case-by-case basis), but is not eligible for unemployment compensation due to insufficient earnings or employment not covered by UI laws AND
 3. is unlikely to return to a previous industry or occupation when:
 - a. Labor market information for the occupation shows a zero or negative growth rate;

- b. The local Chamber of Commerce, Economic Development agency, or other credible sources of regional economic information confirm the occupation or industry has shown a significant decline in the local labor market area;
- c. Employment Service confirms that, in the previous sixty days, there was a lack of job orders for that occupation to qualified job seekers, as determined by the LWDA;
- d. A plant closure or substantial layoff within the labor market area in the same industry or occupation has occurred in the last six months from the date of plant closure or substantial layoff.
- e. The individuals have been actively seeking but are unable to find employment in their previous industry or occupation for a period of 90 days or more from employment separation; or
- f. A person is laid off from a job due to lack of certification.
- g. The separating service member is separating from the Armed Forces with a discharge other than dishonorable who qualifies for dislocated worker activities when he or she:
 - i. Has received a notice of separation, a DD-214 from the Department of Defense, or other documentation showing a separation or imminent separation from the Armed Forces to satisfy the termination or layoff part of the dislocated worker eligibility criteria in WIOA sec. 3(15)(A)(i);
 - ii. Qualifies for the dislocated worker eligibility criteria on eligibility for or exhaustion of unemployment compensation in WIOA sec. 3(15)(A)(ii)(I) or (II); and
 - iii. Meets the dislocated worker eligibility criteria that the individual is unlikely to return to a previous industry or occupation in WIOA Section 3(15)(A)(iii)

Note:

- Veterans do not automatically qualify as DWs under this category. Only recently separated service members who have been released within the past 48 months from active military, naval, or air duty and service member who have an imminent separation date. Veterans who are voluntarily retiring from the military are not eligible as DWs, however, veterans who are “forced to retire” by the military within the past 48 months or have imminent separation date are considered to be terminated at no fault of their own and must meet the other requirements for Category 1 Dislocated Worker to be eligible.
- Terminated does not include workers who were discharged for cause, left voluntarily, or voluntarily retired. However, individuals who accept early “forced retirement” as part of a reduction in workforce are considered DWs. Employees issued a layoff notice with a possibility of recall in the future are not considered DWs as a termination is a permanent situation, where the employer does not plan on rehiring the individual.

However, a layoff notice for a period of twenty-six or more weeks is considered terminated for the purposes of determining eligibility.

- Reemployment Services and Eligibility Assessment (RESEA) eligibility is not an automatic qualifier for the DW program. Individuals do not have to be **receiving** UI benefits at the time of application to qualify as a DW.

Category 2: Plant Closure / Mass Layoff

1. Individual that has been terminated or laid off, or has received notice of termination or layoff, from employment as a result of any *permanent* closure or any substantial layoff at a plant, facility, or enterprise; A Substantial layoff is defined as extended mass layoffs that either involve 500 or more workers or in which the number of separations is at least one-third of the employment prior to the separation (excluding employees working less than 20 hours per week); **or**
2. Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; **or**
3. For purposes of eligibility to receive services other than training services, individualized career services, or supportive services, is employed at a facility where the employer has made a general announcement that the facility will close.

Category 3: Self-Employed

Individual who was self-employed (including employment as a farmer, rancher, gig worker or fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters.

Gig workers are self-employed individuals providing labor services and completing single projects or tasks on demand for pay. Gig work may be obtained or performed either offline or online. Gig workers may be independent contractors, online platform workers, contract firm workers, on-call workers, or temporary workers and may enter into formal agreements with on-demand companies

Category 4: Displaced Homemaker

A displaced homemaker is an individual who:

1. Has been providing unpaid services to family members in the home;
2. Is unemployed or underemployed and experiencing difficulty finding or upgrading employment; and

3. Meets one of the following:

- a. Has been dependent on the income of another family member but is no longer supported by that income due to the spouse's medical condition, divorce, or death of the spouse. In addition, the loss of support income may be the result of a former wage earner's job loss and that the former wage earner may still be living in the home; or
- b. Is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of deployment, a call to active duty, a permanent change of station, or the service-connected death or disability of the member

Category 5: Dislocated/Spouse of an Active-Duty Member of the Armed Forces

1. Who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such members. Active duty is defined in section 101(d)(1) of title 10, United States Code (U.S.C)); or
2. Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment. A person is considered underemployed if they are employed either full or part-time, whose current annualized wage does not exceed the highest of either:
 - a. 80% of their wages at the date dislocation; or
 - b. The individual's earned wages are at or below the self-sufficiency threshold established by the LWDB

Interim / Stop-Gap Employment

An otherwise eligible dislocated worker remains eligible if, prior to participation in the dislocated worker program, interim employment, also referred to as stop-gap employment, is obtained for the purpose of income maintenance with the intention of ending such employment at the completion of the individualized career services or training services. Earnings from Interim employment, which can be full- or part-time, must not be more than:

1. 80 % of their wages at the date of dislocation; or
2. The self-sufficiency threshold – 450% LLSIL.

If this definition of stop-gap employment is met, there is no requirement to document income to determine self-sufficiency. Income calculation is only required to determine eligibility for the DW program if the applicant is employed at the time of eligibility determination and the employment does not meet the definition of stop-gap employment and their current wages are at least 80% of their wages at the date of dislocation. Service providers may use "Self-Sufficiency for DW" Column, 450% LLSIL, to compare the family's total income to the income level for the individual's family size to determine if the individual is considered self-sufficient in the local area, and not underemployed.

If at the time of WIOA application, the individual has been in a job for at least a year that is comparable in hours, skill, and pay to the job of dislocation, it should be considered a new primary occupation, instead of stop-gap employment. The individual may not qualify as a dislocated worker but *may* receive services through the Adult program if they meet income requirements on a Priority of Service basis.

Underemployed

If LLSIL self-sufficiency levels are not used to determine underemployment, an underemployed individual is defined as an individual who:

- a. Is employed less than full-time and is seeking full-time employment;
- b. Is employed in a position that is inadequate with respect to their skills and training;
- c. Meets the definition in WIOA sec. 3(36) - is considered low income; and
- d. Is employed, but whose current job's earnings are not sufficient compared to their earnings from their job of dislocation.


Verification of income must be obtained to validate the individual's current employment is considered interim employment (either less than 80% of wages at dislocation or below the 450% LLSIL).

Documenting Dislocated Worker Status

Documentation to validate the individual's status as a DW must be in the file and may include verification from the employer, A WARN notice, a public announcement with a follow-up cross-march with the UI system, or a Rapid Response list with the names of affected employees. If the applicant is unable to obtain or provide documentation the WIOA Title 1B Applicant Statement may be used. Refer to the Eligibility and Verification Checklist for acceptable documentation.
[100A.1 WIOA Title I-B Dislocated Worker Program Eligibility Checklist](#)

Policy Management

Administrative revisions to the policy which are consistent with local, state, and federal laws, may be made by the Maricopa County Workforce Development Board Executive Director, with notice to the MCWDB Board's Executive Committee. All other substantive revisions will go to the MCWDB's Executive Committee for review and recommendation to the full MCWDB for approval.

 ARIZONA @ WORK™ <small>MARICOPA COUNTY</small> MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD	SECTION/REFERENCE: DES WIOA Title I-B Youth Program Policy Section 300	POLICY NUMBER: 22-09
	ORIGINAL ISSUE DATE: February 2016	REVISION DATE: September 2022
	AUTHORIZED BY: Maricopa County Workforce Development Board	
SUBJECT: Youth Program Eligibility		

PURPOSE:

The WIOA Youth Program requires youth ages 14 – 24 to be eligible under the Federal guidelines in order receive program services. Participants may continue to receive services beyond the age of 24 after they are enrolled in the program.

RESPONSIBILITIES OF: Career Advisor and Program Supervisor

DEFINITIONS:

Barriers to Employment: Circumstances which present a substantial disability or interference to the individual's ability to obtain or retain employment.

Basic Skills Deficient: The individual computes or solve problems, reads, writes, or speaks English at or below the 8.9 grade level or is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society.

Participant: Individual who is determined eligible to participate in the WIOA youth program and who receives a service funded by WIOA.

Postsecondary Education: The education level that follows the successful completion of secondary education, often referred to as high school. Postsecondary education includes universities and colleges, as well as trade and vocational schools.

DESCRIPTION:

The youth program provides a comprehensive array of high-quality services, including career exploration and guidance, continued support of educational attainment, and training for employment within in-demand industries and occupations to In-School Youth (ISY) ages 14-21 and Out-of-School Youth (OSY) ages 16-24.

At the time of eligibility determination, service providers must determine if a youth meets the In-School Youth (ISY) or Out-of-School Youth (OSY) criteria to participate in the youth program.

The applicant’s status (age, barrier/challenge, school status, etc.) does not change throughout his/her participation.

The applicant is considered a WIOA Youth participant at the first WIOA funded activity, which is always the Objective Assessment.

Eligibility is tracked and verified using the Arizona Job Connection (AJC) system and participant's case file.

Orientation/Initial Assessment to the program will be conducted individually or in groups and will consist of an overview of the enrollment process, assessments, training programs, attendance requirements while in training, and information regarding financial aid and support services. If the youth is not enrolled at this time, a referral must be given to another program that better meets his or her needs.

Suitability should be determined during orientation. Not all youth who seek WIOA-funded services will be suitable for the program, *at that given time*. The youth may have a challenge that WIOA services are unable to resolve, or the youth's expectations may not be in line with the services/objectives of WIOA youth program. The Youth Service Provider must adequately assess the youth's goals, barriers, and expectations to determine if the youth is suitable for the program. If a youth is determined not to be suitable, a referral must be given to another program that better meets the youth's needs.

Eligibility must be determined, and the enrollment approved prior to providing funded services to the participant. A minimum of 75% of funds must be spent on **out of school youth**.

Eligible Out of school Youth (OSY) means an individual who is:

- Not attending school (Adult Education, Job Corps, and YouthBuild are *not* considered school);
- Between 16 and 24 years old at the time of enrollment and one or more of the following:
 - A school dropout, including a youth who is not attending an alternative school at the time of enrollment;
 - A low-income individual with a secondary school diploma or its recognized equivalent and:
 - Basic skills deficient; or
 - An English language learner;
 - Subject to the juvenile or adult justice system;
 - Homeless (i.e. lacks a fixed, regular and adequate nighttime residence);
 - A runaway;
 - In foster care, has aged out of foster care, or has left foster care for kinship, guardianship, or adoption;
 - A youth who has been removed from his/her home and is in an out-of-home placement;
 - Pregnant or parenting;
 - An individual with a disability; or
 - A low-income individual in need of additional assistance to enter or complete an education program or to secure or hold employment, as defined by the LWDA. (See the "Needs Additional Assistance" policy for more information.

Eligible In-school Youth means an individual who is:

- Attending school, including secondary and postsecondary school; and

- Between 14 and 21 years old at the time of enrollment. (The age requirement is extended for youth with disabilities because school districts must provide programs and services to eligible youth with disabilities attending secondary school until they turn 22 years old.) and
- A low-income individual **and** one of the following:
 - Basic skills deficient;
 - An English language learner;
 - An offender;
 - Homeless (i.e., lacks a fixed, regular and adequate nighttime residence);
 - A runaway;
 - In foster care, has aged out of foster care, or has left foster care for kinship guardianship or adoption;
 - A youth who has been removed from his/her home and is in an out-of-home placement;
 - Pregnant or parenting;
 - An individual with a disability; or
 - Requires additional assistance to enter or complete an education program or to secure and hold employment, as defined by the LWDA.

5% Limitation

No more than five percent of In-School Youth enrolled in the program year may be “an individual who requires additional assistance to complete an educational program or to secure and hold employment”. In-School Youth enrolled in the program must be tracked to ensure that no more than five percent are enrolled using this criterion.

5% Exception

WIOA allows a low-income exception where five percent of WIOA youth may be participants who ordinarily would be required to be low-income for eligibility purposes and meet all other eligibility criteria for WIOA youth except the low-income criteria. The five percent calculation is based on the percent of newly enrolled youth in a given program year who would ordinarily be required to meet the low-income criteria.

- All In-School Youth must be low-income unless included in the five percent low-income exception.
- Low-income eligibility requirements apply to Out-of-School Youth only if they are eligible as recipients of secondary school diplomas or its recognized equivalent and are at least one of the following:
 - Basic skills deficient;
 - An English language learner; or
 - In need of additional assistance to enter an educational program or to secure employment.

The 5% Exception must be tracked to ensure compliance.

DOCUMENTATION FOR ELIGIBILITY

- Youth service providers must use the DES WIOA Title I-B Youth Program Eligibility Checklist.

- LWDA's must ensure timely documentation is collected in regard to eligibility determination.
- Attempts to secure documentation and the outcome must be recorded in the AJC case notes within 15 calendar days from the date that the career advisor requests documentation from the youth.
- All eligibility documents must be uploaded into the AJC system. If the document contains Personal Identifiable Information (PII), do not upload into AJC but instead create a case note that the document was visually verified.

For all verification and acceptable eligibility documents:

- Staff must use the DES WIOA Title I-B Youth Program Eligibility Checklist to identify eligibility documents for the WIOA Title I Youth Program and for data validation.
- The checklist identifies source documents, which are documents used to verify eligibility requirements.
- All eligibility documents must be uploaded into AJC, except documents that contains personal identifiable information (PII). Instead of uploading documents that contains PII, a case note will be entered in AJC to say that particular document has been collected and visually verified.
- Staff must ensure that reasonable attempts have been made to secure source documentation as identified in the checklist.

The WIOA Title IB Applicant Statement may be used as permitted on the WIOA Eligibility and Verification Checklist when the information is unverifiable, or it is unreasonably difficult for the applicant to obtain.

- For high-risk Out-of-School youth, the WIOA Title IB Applicant Statement is acceptable to allow upfront enrollment of the youth.
- High risk Out-of-School youth means not having a high school diploma or HSE and meeting one of the following eligibility criteria:
 - Basic skills deficient;
 - An English language learner;
 - An offender;
 - Homeless (i.e. lacks a fixed, regular and adequate nighttime residence);
 - A runaway;
 - In foster care, has aged out of foster care, or has left foster care for kinship guardianship or adoption;
 - A youth who has been removed from his/her home and is in an out-of-home placement;
 - Pregnant or parenting;
 - An individual with a disability; or
 - Requires additional assistance to enter or complete an education program or to secure and hold employment, as defined by the LWDA.
- An exception includes out-of-school youth who meet the "Requires additional assistance to enter or complete an education program or to secure or hold employment" eligibility criteria, as they are not considered high risk. As such, the WIOA Applicant statement may not be used for upfront enrollment for youth that meet this eligibility criteria.

- If additional documentation is required on the WIOA Eligibility and Verification Checklist for data validation purposes, the LWDA may request the documentation from the youth after the youth has begun to receive Youth services.
 - LWDA's must ensure all youth that are less than 18 years old have a WIOA Applicant Statement signed by the youth's parent, guardian, or a responsible adult/ collaborating witness. By signing the form, the youth's parent, guardian, or a responsible adult/ collaborating witness gives permission for the youth to participate in the program and verifies the information on the form is accurate. All reasonable attempts must be made to secure the co-signature of the parent or legal guardian to the WIOA Application and/or Applicant Statement form in the instance where a minor is applying for WIOA services. If there is no parent or legal guardian available, a responsible adult in the life of the minor will have to suffice. A responsible adult (age 18 or older) can be a family member who has no legal guardianship but provides room and board, a religious person currently familiar with the family history of the minor, a counselor at a homeless shelter, etc... The ARIZONA@WORK career advisor or other LWDA staff must not sign as the witness.

A low-income youth is an individual who:

- Receives, is a member of a family that receives, or has received in the past six months, cash payments under a federal, state, or local income-based public assistance program (e.g., Temporary Assistance to Needy Families (TANF)); or
- Receives annual income in relation to family size that does not exceed the higher of the federal poverty guidelines or 70 percent of the United States Department of Labor (USDOL) Lower Living Standard Income Level (LLSIL) for each program year; or
- Receives, is a member of a family that receives, or has received in the past six months, assistance through the Supplemental Nutrition Assistance Program (SNAP); or
- Qualifies as a homeless individual who lacks a fixed, regular, and adequate nighttime residence; or
- Is a foster child for whom state or local government payments are made; or
- Is a member of a family whose income does not meet low-income requirements, but is an individual with a disability, and therefore can be counted as a family of one so that individual income meets the low-income requirement; or
- Receives Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI); or
- Receives, is a member of a family that receives, or has received within the past six months, assistance through the Refugee Cash Assistance (RCA), a federally funded, needs based cash benefit for refugees and other eligible beneficiaries, who are not eligible for other cash assistance programs, such as TANF; or
- Receives, or is eligible to receive, a free or reduced-price lunch under the Richard B. Russell National School Lunch Act (NSLA); or
- Is a youth who lives in a high poverty area, as determined by the American Community Survey.

High Poverty Areas

Youth living in high poverty areas are automatically considered low-income individuals. WIOA defines a high poverty area as a census tract, set of continuous census tracts, Indian reservation, tribal land, or Native

Alaskan Village or county with a poverty rate of at least 30 percent, as set every five years using the American Community Survey five-year data. LWDA's must use Determining High Poverty Census Tracts in Arizona

and the High Poverty Census Tracts Spreadsheet from the DES WIOA resource page or other tools developed by the LWDA to determine if a youth lives in a high poverty area by census tract.

Income Verification

LWDA staff must attempt to gather information such as other public assistance the individual may receive, such as TANF and SNAP, and verify if the individual receives monetary support. Attempts include calls to the participant, letters, e-mail messages, etc. Low-income verification attempts must be documented in case notes in AJC.

- Documentation related to income verification as outlined on the WIOA Eligibility and Verification Checklist must be collected and uploaded into AJC.
- Income that is being used to determine income eligibility for WIOA Title I services should be identified using the WIOA Eligibility and Verification Checklist. If a verification document cannot be obtained, the WIOA Title IB Applicant Statement with signatures by the individual and a witness who has knowledge of the information provided may be accepted as a last resort as permitted by the WIOA Eligibility and Verification Checklist.
 - **Note:** The career advisor or other LWDA staff must not sign as the witness.
- If a participant is receiving child support, the witness would be the parent providing the child support or an individual that has knowledge of the applicant receiving child support. The attempts used to gather information needed for verification must be documented in the case notes in AJC.
- LWDA staff may verify Social Security benefits through Social Security Consent-Based SSN Verification Services. Fees associated with this verification are an allowable cost under WIOA Youth Program funds and can be paid by the LWDA. Applicants are not to be charged for this verification.
- Individuals who are recipients of TANF, SNAP, or SSI may automatically be income eligible and require no further income verification if the individual has provided acceptable documentation utilizing the WIOA Eligibility and Verification Checklist.
- TANF documentation must be current and indicate that the individual is receiving or is a member of a family that is receiving, or has received in the past six months, TANF assistance at the time of application to the WIOA program.
- SNAP documentation must be current and indicate that the individual is receiving or is a member of a family that is receiving, or has received in the past six months, SNAP assistance at the time of application to the WIOA program.
- SSI/SSDI documentation must be current and indicate that payments were made to a single recipient. The individual applying to WIOA must be the recipient at the time of application to a WIOA program in order to be considered as a family of one.

- Refugee Cash Assistance (RCA) documentation must be current and indicate that payments were made to a single recipient. The individual applying to WIOA must be the recipient at the time of application to a WIOA Program in order to be considered as receiving public assistance.
- Individuals who receive, or are eligible to receive free or reduced lunch must provide:
 - School documentation of a free or reduced lunch;
 - A letter from TANF documenting approval; or
 - A letter from SNAP that documents approval.
- High poverty area verification must include case notes in AJC that indicate the name of the high poverty areas (county) or census tract number that was used on making the determination that the youth live in a high poverty area. The poverty rate for a high poverty area must also be included in case notes in AJC.

Basic Skills Testing

A youth is basic skills deficient when one of the following definitions applies:

- The youth performs any of the following at or below an 8.9 grade level:
 - Compute or solve math problems;
 - Read English;
 - Write English; or
 - Speak English.
- The youth is unable to:
 - Compute or solve problems, read, write, or speak English at a level necessary to function on a job, in the individual's family, or in society, as determined in local policy.
- The Test of Adult Basic Education (TABE) Version 9/10 must be used to determine whether the youth is basic skills deficient. The LWDA or Youth Service Provider may use other assessment tools appropriate to the target population as determined by the LWDA except for determining basic skills deficiencies.
- Testing must be administered during the eligibility determination process or no later than the date of participation, i.e., the date of the first service.
- LWDA's are not required to re-test youth, if the youth was tested using TABE Version 9/10 within the past six months and the partner program has provided the test results.
- When administering assessments, individuals with disabilities should be provided appropriate accommodations according to the guidelines associated with the assessment tools used to determine functioning levels, Section 188 of WIOA, and LWDA policy.



Selective Service Requirements

- Each LWDA is responsible for determining Selective Service status of male youth prior to program enrollment. Every male citizen, or any male residing in the United States, born after December 31, 1959, unless exempt, is required to register with the Selective Service System (SSS) between their 18th and 26th birthdays. Registration with SSS can occur within 30 days of a male's 18th birthday and must occur prior to attaining his 26th birthday.

- Male youth participants who turn 18 years old while enrolled in the program must complete a Selective Service Registration within 30 days of their 18th birthday. If a participant does not register for Selective Services within 30 days of his 18th birthday, he is no longer eligible to receive WIOA services. Youth denied services must be advised of available WIOA grievance procedures.
- A detailed list of males who are and who are not required to register with Selective Service due to an exemption may be found online at <https://www.sss.gov/Registration-Info/Who-Registration>.
- Selective Service registration can be verified online at <https://www.sss.gov/Home/Verification>. The male's name, date of birth, and social security number is needed to verify registration.
- See the "Selective Service Requirement" policy for additional information.

Policy Management

Administrative revisions to the policy which are consistent with local, state, and federal laws, may be made by the Maricopa County Workforce Development Board Executive Director, with notice to the MCWDB Board's Executive Committee. All other substantive revisions will go to the MCWDB's Executive Committee for review and recommendation to the full MCWDB for approval.

  <p>MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD</p>	SECTION/REFERENCE: DES Section 200-Adult & DW Program Career Services Policy	POLICY NUMBER: 22-06
	ORIGINAL ISSUE DATE: September 2017	REVISION DATE: September 2022
	AUTHORIZED BY: Maricopa County Workforce Development Board	
SUBJECT: Basic Career Services Eligibility		

Purpose:

Define Basic Career Services and requirement for basic enrollments

Responsibility of:

ARIZONA@WORK-Maricopa County staff and WIOA Title III Partner staff

Definition:

Basic Career Services are informational and/or self-service and do not require the *collection* of eligibility documents.

Description:

Basic Career Services must be made available to all adults and Dislocated Workers (DWs) accessing the one-stop delivery system in Maricopa County. Basic Career Services include:

- Eligibility determination for the Adult, Dislocated Worker, or Youth programs
- Outreach, intake, and orientation on services available through the ARIZONA@WORK-Maricopa County Career Centers
- Initial assessment of skill levels including numeracy, literacy, and English language proficiency, aptitudes, abilities (including skills gaps) and supportive service needs
- Provision of referrals to and coordination of activities with other programs and services
- Initial assessments for individuals co-enrolled in the TAA program
- Labor exchange services, including job search, placement assistance and career counseling when needed
- Provision of labor market information on in-demand industry sectors and occupations including (i) job vacancy listings in labor market areas; (ii) Information on job skills necessary to obtain the vacant jobs listed; and (iii) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs
- Provision of information on non-traditional employment
- Provision of referrals to, and coordination of activities with other programs and services within the one-stop system or other workforce development programs
- Information and referrals to support services including, but not limited to, childcare; child support services; State’s Medicaid program and Children’s Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; assistance under a State program for TANF; housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD); and other supportive services, including transportation

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities

Approved on:

- Provision of eligible training provider information (i.e., Eligible Training Provider List) including program cost information and program performance
- Local area performance data
- Provision of information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.

Basic Career Services do not require the creation of a participant file or the collection of eligibility documentation. Individuals are required to register in the AZ Job Connection (AJC) system and create a Plus Account. Staff are to document services received on the S&T Plan and case notes in AJC.

Individuals unable to secure employment through Basic Career Services may apply for Individualized Career Services. To do so, individuals must be determined eligible and meet Priority of Service criteria for the Adult program (if applicable), or be determined eligible for the Dislocated Worker program. Individuals enrolled in Basic Career Services are considered “reportable” individuals and are included in the local workforce area’s performance.


Policy Management

Administrative revisions to the policy which are consistent with local, state, and federal laws, may be made by the Maricopa County Workforce Development Board Executive Director, with notice to the MCWDB Board’s Executive Committee. All other substantive revisions will go to the MCWDB’s Executive Committee for review and recommendation to the full MCWDB for approval.

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities

Approved on:

 ARIZONA @ WORK™ <small>MARICOPA COUNTY</small> MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD	SECTION/REFERENCE: TEGL 16-16; DES Section 200 Adult/Dislocated Worker Program Career Services Policy	POLICY NUMBER: 22-08
	ORIGINAL ISSUE DATE: September 2017	REVISION DATE: September 2022
	AUTHORIZED BY: Maricopa County Workforce Development Board	
SUBJECT: Individualized Career Services		

Purpose: To define WIOA Individualized Career Services and requirements for enrollment.

Responsibility of: Career Advisor, Program Supervisor

Definition: There are three types of career services: Basic, Individualized and Follow-up services. There is no sequence in providing Basic and Individualized services. Participant goals and service needs are used in determining what services will be provided. Refer to the AJC Service Dictionary for a listing of basic, individualized, and follow-up services.

<https://des.az.gov/sites/default/files/dl/WIOA-1045A.pdf?time=1652461198586>

Description: WIOA requires that Individualized Career Services are made available to adults and dislocated workers as appropriate to obtain or retain employment. Individualized services include:

- Comprehensive and specialized assessments of skill levels and service needs
- Development of an Individual Employment Plan (IEP) identifying employment goals and appropriate services
- Individual or group counseling
- Career planning*
- Short-term pre-vocational services (learning skills, communication, interviewing, personal maintenance, professional conduct to prepare individuals for employment or training)
- Internships and work experience linked to careers
- Financial literacy
- English language acquisition and integrated education and training programs
- Follow-up services as appropriate for 12 months, upon placement into unsubsidized employment

*Participants who receive Individualized Career Services **and** Training Services must receive Career Planning as a service.

Individualized Career Services require a determination of WIOA eligibility, collection of eligibility documentation, Priority of Service determination (for Adult program only), creation of a record and enrollment into Individualized Career Services selected from the AJC Service Dictionary and entered in the AJC S & T Plan.

If the individual was enrolled as an Adult in Basic services but is determined to be a Dislocated Worker (DW) upon completion of WIOA eligibility, the Demographics section in AJC (Case Details) must be

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities

Approved on:

updated including the eligibility date to enable enrollment as a DW into Individualized Services. The individual will have two open enrollments in AJC. All other Individualized services provided are entered in the S & T Plan with corresponding case notes. Individuals enrolled in both Basic and Individualized Career Services are included in WIOA performance measures.

Policy Management

Administrative revisions to the policy which are consistent with local, state, and federal laws, may be made by the Maricopa County Workforce Development Board Executive Director, with notice to the MCWDB Board's Executive Committee. All other substantive revisions will go to the MCWDB's Executive Committee for review and recommendation to the full MCWDB for approval.

DRAFT



Community Impact Statements.

MCWDB Success Story

Success Stories: Business Services Team

The Business Services Team is working with other Maricopa County Human Services Department Divisions, providing workforce services. We have 2 success stories today that focus on our interaction with sister-Divisions, Early Education, and Housing and Community Development.

- Early Education, and the East Valley ARIZONA@WORK Maricopa County team are now co-located in the same building at the Mesa Campus. An Early Education Division co-worker came to one of our Business Services Representatives with a concern for their brother, Mario, a young man with developmental disabilities and limited English proficiency. Mario was working in Central America and now moved to Arizona. He was having difficulty finding a job and was getting frustrated with the search.

The Early Education employee reached out to our Business Services team to get suggestions/recommendations. Our BSR, Harvey Smith, collected information- like what does Mario like to do?, what did he do in Central America? – Harvey had enough data to see what employers would be a good match.

Our BSR contacted a local company noted for successfully hiring individuals with disabilities over the last 30+ years, EPI-HAB is a not-for profit company. EPI-HAB's mission is "to provide meaningful employment for individuals with epilepsy and other challenges by performing valued work for area businesses in a safe and enjoyable environment". EPI-HAB handles Fulfillment, Ecommerce fulfillment, Mailing, Printing, Inserting, Hand Assembly, Bagging, Label Application and Storage Services.

In other words EPI-HAB is a "go to" resource for all your hand labor needs. Harvey met with EPI-HAB and took a tour of the facility, which led him to believe this company would be a great fit for Mario and his needs.

With Harvey's referral, Mario was invited for an interview and a tour to see what the assembly job entails. The Employer also provided a tour for Mario's family. Mario started his part time assembly job on 9/12/2022. He works three hour shifts, four times a week, and earns \$12.80 /hour.

- In late June, Homeless Shelters communicated to our sister-Division, Housing & Community Development, that they are unable to fill their shelters anywhere close to capacity because they don't have enough staff.

The problem is at a crisis level for these agencies and those experiencing homelessness.

We approached the issue with a two- pronged approach:

1. Identifying current vacancies and getting the word out to job seekers via Career Advisors, Job Blasts, etc.
2. Would be a more long-term plan to understand recruitment, retention, pathways, transferrable skills, up-skilling, etc.

This work began with an in-person listening session. Our Business Services Team met with 15 Shelters to understand their problems and pain points.

In particular, our agenda was to:

1. Hear their needs so the County can leverage its own resources and connections to support in bolstering workforce.

2. Provide a space for peer to peer collaboration amongst providers dealing with a difficult market and wide array of other issues.
3. Provide assistance on a cohort level for things such as: market research, job description development, job fairs, and other options.
4. Use the collective voice of the providers and the County to support the system in making adjustments to better accommodate shelter operations and the workforce.

The listening session focused on:

1. Informing about Maricopa Workforce programing.
2. Providing market research and information.
3. Gathering information in order to best support shelter employers in maintaining a strong workforce and to improve our system relating to workforce.

Results of the listening session identified the following tactics to reduce turnover:

1. More in depth New Employee Orientation and longer hands on training periods.
2. Improve organization culture, focus, and connection to the work.
3. Create accurate job duties in job descriptions.
4. Provide bonuses / highlighted benefits for dedicated staff.

On October 13, 2022 the Business Services team held a hiring event at the Mesa Campus with shelter and social services employers to include Community Bridges Inc (CBI), Native American Connection and Turn A New Leaf.

Employers were hiring Case Workers, Peer Mentors, and Maintenance and Janitorial Employees. Ten job seekers attended and 50% were offered first round interviews.



Information/Discussion Only.

Priority of Service

Maricopa County Human Services Department Workforce Development Division



MARICOPA COUNTY

A proud partner of the  American Job Center network

Workforce Innovation and Opportunity Act

- Focused on individuals with significant barriers to employment
- Finite resources
- Targeted toward special populations and in-demand industries

Adult Priority of Service

- WIOA Adult Funds
- Employment and Training Activities
 - Support Services
 - Occupational Skills Training

Priority Populations Under WIOA

- **Recipients of Public Assistance**
 - Supplemental Nutrition Assistance Program (SNAP)
 - Temporary Assistance for Needy Families (TANF)
 - Supplemental Security Income (SSI)

Priority Populations Under WIOA cont...

- **Adults with Low-Incomes**

- A person in a family with total family income that does not exceed the poverty line or 70 percent of the lower living standard income level
- A person experiencing homelessness
- An individual with a disability whose personal income meets the income requirement

Priority Populations Under WIOA cont...

- **Basic Skills Deficient**

- Unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the family, or in society.
- English Language Learners

Veterans and Eligible Spouses

- Receive priority of service for all DOL-funded job training programs
- Integrated into Adult Priority of Service

Priority Order

1. Veterans and their Eligible Spouses who receive Public Assistance, have Low-Incomes, and/or are Basic Skills Deficient
2. Recipients of Public Assistance, Individuals with Low-Incomes, and/or Individuals who are Basic Skills Deficient
3. Veterans and their Eligible Spouses (who do not meet criteria #1)

Questions



Information/Discussion Only.

2022 Local Workforce Board Recertification Update



2022 ARIZONA@WORK LWDB RECERTIFICATION

Due to DES January 2023 (8/24/21 WAC)

LWDB Certification: Is required every two years.							
Action Steps	Resources	Start	Target End	Legal Review Required	Exec. Comm. Approval	MCWDB Approval	BOS Approval
Receive LWDB recertification template with requirements and timeline (projecting that LWDB recertifications will be due by January 2023)	DES and/or WAC	01/01/2022	11/01/2022				
1. LWDB Membership Roster (Verify and submit Local Board Membership Composition)	Board Staff	08/01/2021	12/01/2021	N			December 2021
2. List of Standing Committees and Standing Committee Members	Board Staff	08/01/2022	08/30/2022	N	NA	NA	NA
3. Bylaws (review and modification)	Board Staff	01/01/2022	7/31/2022	Y	May 2022	June 2022	July 2022
4. Shared Governance Agreement with Org. Chart (No renewals)	Board Staff	01/01/2022	Current agreement expires 6/30/2023	Y	May 2022	June 2022	July 2022
5. Service Provider Agreement (May be renewed for 2 additional one-year terms)	Board Staff	NA	Current agreement expires in 12/31/2023	NA	NA	NA	NA
6. OSO Agreement & Procurement	Board Staff	11/01/2021	01/01/2023	Y	N/A	October 2022	October 2022
7. Local Area Plan (mid-cycle report)	Consultant TBD	12/01/2021	9/01/2022	N	August 2022	August 2022	August 2022
8. MOU/IFA Updated*	Board Staff & Partners	11/01/2021	07/01/2023	Y	March 2023	April 2023	May 2023



2022 ARIZONA@WORK LWDB RECERTIFICATION

Due to DES January 2023 (8/24/21 WAC)

Action Steps	Resources	Start	Completion Target	Legal Review Required	Exec. Comm. Approval	MCWDB Approval	BOS Approval
9. Policy Development <ul style="list-style-type: none"> • Conflict of Interest • Training Services Policy • Work-Based Training Policy • Monitoring and Oversight Policy 	Board Staff	10/01/2021	08/31/2022	Y	August 2022	August 2022	August 2022
10. LWDB Oversight	Board Staff	06/01/2022	07/01/2022	Y	NA	NA	NA
11. LWDB Management of Funds	Board Staff	06/01/2022	07/01/2022	Y	NA	NA	NA
12. Submit LWDB recertification documents to DES	Board Staff		11/01/2022 (DES deadline is 1/1/23)				
13. Preliminary review by State and Local Boards to respond to feedback	DES	01/30/2023	3/1/2023				
14. Final changes to DES for feedback	Board Staff	3/1/2023	3/20/2023	Y	March 2023	April 2023	
15. (WAC) Performance Excellence Committee will review the Re-Certification documents and recommend approval, partial approval, or denial to the Workforce Arizona Council.	WAC	3/15/2023	7/15/2023	N			



Information/Discussion Only.

Monthly Careers Pathway Strategist Reports

October 2022

MCWDB Healthcare Careers Pathway Strategist Report

Jordan Dodeward

Ongoing Work

Committee Participation

Regularly scheduled committee meetings with AAED - Workforce Committee and PHX East Valley Partnership - Economic Vitality Committee, WESTMARC - Healthcare and Workforce & Education Committees.

Outreach Efforts

Continued research for various avenues to make connections, seek partnerships and offer resources about Maricopa County Workforce Development and Maricopa County ARIZONA@WORK.

AzNA AzAC Workforce MSG

Monthly meetings for the Arizona Nurses Association (AzNA) Arizona Action Coalition (AzAC) Workforce, multisectoral workgroup.

Top Projects

Refugees

Working with members of DES Refugees Resettlement Program, Maricopa County RIM (Refugees, Immigrant, and Migrant Communities) Office of Community Empowerment, and AHCA (Arizona Health Care Association) to develop a fast-track program into lower-level healthcare positions with the goal of allowing refugees to start working faster while they pursue ESL proficiency and their original professional credentials. Currently meeting with all other local resettlement agencies, MCCCCD, credentialing and licensing boards, and our adult ESL providers.

Apprenticeship Accelerator

Healthcare Career Advancement Program (H-CAP) in partnership with the Arizona Registered Apprenticeship Office and ARIZONA@WORK is hosting an event that will inform attendees the benefits of creating a Registered Apprenticeship in Healthcare. Industry experts will discuss how to successfully register, integrate, and recruit for a Healthcare Registered Apprenticeship Program and how a Registered Apprenticeship Program can increase retention and recruitment efforts in filling critical healthcare positions. The Arizona Healthcare Registered Apprenticeship: Simplified Accelerator is set for November 1, 2022 at 9:00am and registration is open. On location at the West Valley Career Center and virtually.

APPRENTICESHIP
ACCELERATOR

11.1

New Connections

First Things First

First Things First is Arizona's early childhood agency, committed to the development of children ages birth to five years. With half of the childcare centers closing and over 90% experiencing staff shortages due to COVID, there is a crisis surrounding early childhood caregivers. The ethical dilemma is that a caregiver job earns a poverty-level wage. First Things First recently held their first-ever Leadership Forum to help make positive steps toward solving this issue by strengthening the childcare workforce. At this forum, we developed the next steps towards making positive impacts within the workforce pipeline, building knowledge and skills, and improving salaries and benefits. As the healthcare strategist, I will be interested in the follow-up from this forum.

October 2022

MCWDB In-Demand Careers Pathway Strategist Report

Ron Drake

Ongoing Work

Committee Participation

Participated in ongoing committee meetings with AZNext, AAED Workforce Committee, AZ@Work Communications, AZ@Work Monthly Board Meeting, AZ Tech Council, and WESTMARC Economic Development and Infrastructure committee.

Continued Research

Continued to reach out to organizations and research avenues for new pathways. Met with Dean of Instruction and Occupational Ed at MCCC- Estrella Mtn. Paula Livingston to discuss their Quick Start program. Attended the Advantage AZ Forum on "The Power of an AZ Economy for All."

Top Projects

Skillbridge

I was introduced to the AZ Coalition for Military Families (ACMF). We have had three meetings to date and have a regularly scheduled meeting now every month. ACMF is a recognized third-party affiliate of the DOD's Skillbridge Program, among other things. Skillbridge is a program that allows active military personnel to seek employment outside the military in the last 6 months of their tours. This program pays the military members' salary as they work for a civilian employer with the hopes they can transition into a job at the end of their tour. Maricopa County currently is not a recognized Skillbridge employer but currently ACMF is working with our HR Dept. in completing our application to the DOD. So, in the future, we hope to have MC as a recognized DOD Skillbridge employer.

Top Projects (Cont.)

Workforce Development Collaborative

I spoke with Rob Beulow (Bee'-low) at ASU. Rob is the Program Director for AZNext at ASU. We discussed a Workforce Development Collaborative to centralize the information on all the workforce development efforts around the State. Jordan Dodeward is also involved in these discussions. Our discussion centered around the need for employers to have one place to access their workforce needs. Currently, there are numerous efforts and institutions placing resources and efforts into workforce solutions and our focus is to determine if it is feasible to be able to coordinate all the work and programs into one portal/website for these efforts Statewide. We are continuing these discussions and currently researching efforts around the U.S. on similar programs.



Information/Discussion Only.

Post 2022 MCWDB Retreat Survey Summary

2022 MCWDB Retreat Post Survey

ID	Overall, how satisfied are you with the 2022 MCWDB Retreat? 1 to 5	Do you feel your time was productively used and valued? 1 to 5	What did you find least valuable from the retreat?	What would you like to see/hear more about at our next year retreat? (Examples: WIOA roles of the board, fiscal information, policies and procedures, personal assessments, motivational speakers, I...)	Did you like the 1/2 day format, combining the full board meeting (AM) and strategic planning retreat (PM) in one full day?	In your opinion, is there anything that could have added additional value? Enhanced the event?	Any other ideas/thoughts for next years' retreat?
2	5	5	No sure	WIOA roles of the board	Yes;	It's difficult for new members to understand their roles in relationship to WIOA, service providers, and end users (employers and job seekers). It may help to have a 20 minute session on the different players and each one's role in the process.	No
3	5	5	I'm a relatively new board member so it was really nice to learn about our different initiatives and the vision for the board. Chair did a fabulous job!	I enjoy motivational speakers and networking.	Yes;	No, I thought it was a nice combination of networking and learning.	One more additional speaker - otherwise, great retreat.
4	5	5	I found it all great	I always enjoy motivational speakers, especially ones that revolve around working in teams as this board does a lot of. I also want more in-person events, as it allows for better connections during meetings.	Yes;	More time in our breakout committees would have been great!	More of a new member orientation prior to the retreat. I was kind of walking in blind being new to the board and didn't know the struggles of the past board.
5	5	5	Hard to give an answer. All parts were very valuable and I learned from each of them. It was well planned and pace was excellent.	I cannot offer a recommendation at this time. I benefited for each segment of this year's retreat.	Yes;	I was sad to miss the first half of the day... I feel certain I would have benefited from the various presentations which were given.	I like the format of 1/2 day for am business meeting and last 1/2 for Retreat. One day is perfect for me. Facility was very nice.
6	5	5	I thought it was all valuable information.	The roles of the board would be helpful and additional networking time -	Yes;	As a new member, I am learning 'who does what' and the lingo - a 'cheat sheet' maybe helpful for new members of everyone's role and some of the acronyms. No worries, if not, just a thought!	I thought everyone did a wonderful job! I look forward to the next session.
7	3	3	I love personality tests but am not sure how it will apply to the work of the board. I do understand that a lot of conflict proceeded this particular set of board members so understanding human behavior can be helpful.	best practice examples from other states	Yes;	More time interacting with fellow board members	I wouldn't have one unless there is strategic value to bringing the board together for an extended period of time. I think information specific to the work we are charged with overseeing could be helpful, particularly for new members.
8	4	4	I thought it was very well done. There was great value in getting together in person for the first time in several years.	Perhaps hearing a bit more about how the system works on a practical level. For example, what happens when the OSO receives a referral or someone walks into the system. How they determine the correct pathway for that individual and how they work to keep them engaged.	Yes;	I believe it went very well.	I believe the networking opportunity was one of the most valuable pieces so I would like to see time built in for that again.
9	5	5	This is a difficult one. I enjoyed all the sessions, and found them all valuable. If I had to list something, I suppose it would be the committee breakout session, simply because half our committee wasn't there. That said, we still had tangible action items that we were able to implement in our first real committee meeting, so it was still valuable.	Motivational speakers--maybe people who could share their own testimonials about the impact we make, rather than just hearing the story read by someone else.	Yes;	I don't have any suggestions at this time.	I don't have any suggestions at this time.
10	5	5	Breaks	I would like to hear more from hsd and from core partners and other advocacy groups who touch the community and have them communicate their challenges and provide us input for where we can improve service. Having Supervisor Hickman and LeeAnn Bohn speaking was great - would love to see and hear more from them about our impact on the community from their perspective.	Yes;	Full Board participation is always preferred. I appreciated those who could attend, but would like to see more than just barely a quorum.	Cocktail mixer? If not, just keep up the good work that you all do. I appreciate it. -Shawn
11	5	5	Networking	Wioa	Yes;	Happy hour	Raffle