



NOTICE OF PUBLIC 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:

Tuesday, December 5, 2023 – 9:30 a.m.

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

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

The Agenda for the meeting is as follows:

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

1. Call to order.

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2. Roll Call.

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3. Welcome, Opening Remarks and Meeting Objectives.

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4. Consent Agenda.

*For Possible Action.*

The Committee 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 Committee asks to remove the item from the consent agenda.

- a. Meeting Minutes: October 19, 2023\*
- b. Fiscal Reports\*
- c. Executive Director's Report\*
- d. September and October Jobs Reports\*
- e. Careers Pathway Strategist Reports\*
- f. Service Provider Agreement Renewal\*
- g. One-Stop Operator Contract Renewal\*
- h. US Department of Labor Monitoring Report and Response Plan\*
- i. MCWDB 1<sup>st</sup> Quarter Report
- j. Title IB 1<sup>st</sup> Quarter Report
- k. One-Stop Operator Monthly Report\*

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5. Chair Report.

*Discussion Only.*

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*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.*

6. Community Impact Statements.

- a. MCWDB Success Story\*
- 

7. Information/Discussion/Possible Action.

- a. FY25 MCWDB Budget Recommendation\*
  - b. Eligible Training Providers List (ETPL)/In-Demand Occupations\*
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8. Information/Discussion Only.

- a. MCWDB Training: Title IV\*
  - b. Service Provider Update
  - c. FY24 MCWDB Committee Membership/Appointments Update
    - i. Youth Committee Appointments
      - Anne Landers, Chief Operating Officer, Junior Achievement of Arizona (MCWDB Board Member)
    - ii. Employer Connection Committee Appointments
      - Konrad Robichaud, RN Director Clinical Education, Banner Health (MCWDB Board Member and New Employer Connection Committee Chair)
  - d. MCWDB Committee Updates
    - i. Executive Committee
    - ii. Youth Committee
    - iii. Employer Connection Committee
    - iv. Regional Workforce Initiatives Committee
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9. Call to Public.

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10. Adjourn.

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**NEXT MEETING: February 15, 2024**

*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, October 19, 2023 – 9:30 a.m.

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

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

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**Members Present:** Angela Creedon, Bonnie Schirato, Kathryn “Che” Collins, Gregg Ghelfi, Grenee Martacho, Jason Walker, Joe Veres, Loren Granger, Konrad Robichaud, Leah Hill, Marcia Veidmark, Scott Holman, Shawn Hutchinson, Tina Drews

**Members Absent:** Elizabeth Valdez, Ismial Rangel, Jacob Evenson, Matt Clark, Noelle Trinder, Scott Sudhalter

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**MEETING**

**Call to Order.**

Chair Leah Hill called the meeting to order at 9:36 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 and shared a few words on the passing of former MCWDB Board Member Darcy Renfro. In addition, Chair Hill introduced new MCWDB In-Demand Careers Pathway Strategist Katelyn Harris-Lange and read the MCWDB’s vision, values, and goals.

**Consent Agenda.**

- a. Meeting Minutes: August 17, 2023\*
- b. Service Provider Agreement Renewal\*
- c. Fiscal Reports\*
- d. Executive Director’s Report\*
- e. FY23 MCWDB Annual Report\*
- f. One-Stop Operator Monthly Report\*
- g. August Jobs Report\*
- h. Careers Pathway Strategist Report\*

**MOTION:** Chair Hill asked for a motion to approve consent agenda items. Bonnie Schirato made a motion; Scott Holman seconded the motion.

**All in favor vote held:**

**In favor:** Angela Creedon, Bonnie Schirato, Kathryn “Che” Collins, Gregg Ghelfi, Grenee Martacho, Jason Walker, Joe Veres, Loren Granger, Konrad Robichaud, Leah Hill, Marcia Veidmark, Scott Holman, Shawn Hutchinson, Tina Drews

**Opposed:** None

**Abstained:** None

Motion passed.

**Chair Report.**

Chair Hill shared a few upcoming job fairs and some recent program activities of the Valley of the Sun United Way.

**Community Impact Statements.**

a. MCWDB Success Story

Workforce Development Division (WDD) Assistant Director Jared Beard shared the MCWDB success story.

**Information/Discussion Only.**

a. In-Demand Industries Presentation: Intel

Intel’s Arizona Public Affairs Manager and MCWDB Member Angela Creedon to provide a presentation on the In-Demand Industries Presentation: Intel. Below are the highlights of their presentation.

About Intel		Intel’s Workforce Focus	
Intel’s Maricopa County Locations		Workforce Development	
<ul style="list-style-type: none"> <li>Ocotillo Campus</li> <li>Chandler Campus</li> </ul>	<ul style="list-style-type: none"> <li>Direct Employees: 13,000</li> <li>Total Jobs Supported: 58,000+</li> <li>Total Capital Invest: \$32 billion</li> </ul>	<ul style="list-style-type: none"> <li>Total Labor Contribution: \$4.9 billion</li> <li>Annual GPD Contribution: \$8.6 billion</li> <li>Future Investments Announced: \$20 billion</li> </ul>	
Sustainability		Workforce Development & Pathways – Semiconductor Industry	
<ul style="list-style-type: none"> <li>Responsible Water Stewardship</li> </ul>	<ul style="list-style-type: none"> <li>K12 STEAM Education Pipeline</li> <li>Community Colleges &amp; Trade Schools</li> </ul>	<ul style="list-style-type: none"> <li>University Collaboration</li> </ul>	

**Executing Moore’s Law Intel Process Technology**

Chair Hill thanked Ms. Creedon for her presentation and appreciation for Intel’s contribution to the Arizona community.

b. Service Provider Update

Workforce Development Division Assistant Director Jared Beard provided the MCWDB with a Service Provider Update. Below are the following highlights from Mr. Beard’s presentation.

**Priority of Service**

**Adult Caseload Priority of Service**

- Participants: Increase (47.48% in Jan – 85% in Sept)
- Enrollments: Increase (48.40% in Jan – 97% in Sept)

**WARN - Activity**

- 2022: 7 WARN Notices & 679 Impacted Employees

Month/2023	Jan	Feb	Mar	Jun	Jul	Aug	Sept	Total
# WARN Notices	4	7	4	1	4	5	1	26
Impacted Employees	505	508	352	80	319	1221	71	3056

**Employment by Industry**

Industry	August 2022	August 2023
Construction	196.40	203.30
Manufacturing	194.40	193.20
IT	149.00	145.50
Finance	189.20	188.30
Healthcare	415.30	433.10

Mr. Beard also shared that while there was an increase in WARN notices for IT, most impacted employees were able to quickly find employment with another IT company.

Chair Hill thanked Mr. Beard for his presentation and comments noting how most WARN-impacted employees were able to quickly find employment.

c. FY24 MCWDB Committee Membership/Appointments Update

Chair Hill shared the following appointments to the FY24 MCWDB Committee Membership Roster.

i. Regional Workforce Initiatives Committee Appointments

- Sam Wolo, City of Phoenix Workforce Board Chair (Non-MCWDB Member)
- Harold Christ, Pinal County Workforce Board Chair (Non-MCWDB Member)
- Matt McGuire, Senior Vice President, Optima, Inc. (Non-MCWDB Member)

ii. Employer Connection Committee Appointment

- Tami Martinez, Director of Operations, Televerde Foundation (Non-MCWDB Member)

iii. Youth Committee Appointments

- Barbara Coakley, CTE Director, Peoria Unified School District (Non-Board Member)
- Tony Finn, Vice President, ElevateEdAZ (Non-Board Member)
- Jessica Rivera-Garcia, Executive Director Arizona Head Start (Non-Board Member)
- Marie Raymond, Manager, Office of Education, Career & Family Services, Town of Tempe (Non-Board Member)

d. MCWDB Committee Updates

i. Executive Committee

Chair Hill noted that due to the cancelation of the September Executive Committee, she had no update.

ii. Youth Committee

Youth Committee Chair Joe Veres noted the new membership to the Youth Committee, the Committee's review of goals for the year and what they would like to focus on in order to provide the most impact to the youth community.

iii. Employer Connection Committee

MCWDB Executive Director Steve Clark thanked former Employer Connection Committee Chair and MCWDB Member Subhash Chandra, received a business service update, noted the discussion of Committee goals, for the coming year and a presentation for the outreach efforts with our community partners. Mr. Clark also noted that with Mr. Chandra's departure, the Chair position for the Employer Connection Committee is open if MCWDB Members are interested.

iv. Regional Workforce Initiatives Committee

Regional Workforce Initiatives Committee Chair Bonnie Schirato noted that the first meeting of the Regional Workforce Initiatives Committee provided a positive discussion on what the focus of the Committee might be, a discussion of the Committee goals, regional best practices and a presentation from the Greater Phoenix Economic Council (GPEC).

**Call to the Public.**

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

**Adjourn.**

Chair Hill adjourned the MCWDB meeting at 10:31 a.m.

*\*For additional information, contact MCWDB staff at: [MCWDB@maricopa.gov](mailto:MCWDB@maricopa.gov)*



# **Consent Agenda.**

## **Fiscal Report**



# FY24 WIOA Financial & Budgetary Review







**FY24**  
**WIOA Financial & Budgetary  
Review**

**Nicole Forbes**  
**Finance & Budget Manager**

# FY2024 WIOA Budget to Actual

**Service Provider Approved Budget \$16,522,094**

Expended YTD as of October 31<sup>st</sup>, 2023

\$4,799,032

**WDB Approved Budget= \$ 1,263,757**

Expended YTD as of October 31<sup>st</sup>, 2023

\$294,478

# WIOA Funding by Category

Fiscal Year 07/01/2023-06/30/2024						
FY24 Service Provider (WDD)						
	FY24 Approved Budget	YTD FY24 AS OF 10/31/2023	% Spent YTD	Forecast	% Forecast	Balance Remaining
<b>Roll Up</b>						
ADULT	10,406,366	3,240,766	31%	9,706,507	93%	699,859
DW	887,510	231,769	26%	544,062	61%	343,448
YOUTH	5,228,219	1,326,498	25%	4,345,120	83%	883,099
<b>Total</b>	<b>16,522,094</b>	<b>4,799,032</b>	<b>29%</b>	<b>14,595,689</b>	<b>88%</b>	<b>1,926,406</b>
Fiscal Year 07/01/2023-06/30/2024						
FY24 Workforce Development Board (WDB)						
	FY24 Approved Budget	YTD FY24 AS OF 10/31/2023	% Spent YTD	Forecast	% Forecast	Balance Remaining
<b>Roll Up</b>						
ADULT	985,730	229,693	23%	683,335	69%	302,396
DW	37,913	8,834	23%	26,282	69%	11,631
YOUTH	240,114	55,951	23%	166,453	69%	73,661
<b>Total</b>	<b>1,263,757</b>	<b>294,478</b>	<b>23%</b>	<b>876,070</b>	<b>69%</b>	<b>387,687</b>





**Thank You**



**WORKFORCE DEVELOPMENT BOARD  
BUDGET FY 2024  
Oct-23**

WDB-FY24	202401 202402 202403 202404 202405 202406 202407 202408 202409 202410 202411 202412													YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED	
	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN					
<b>TOTAL COSTS</b>	<b>1,263,757</b>	<b>1,157</b>	<b>5,131</b>	<b>178,705</b>	<b>109,485</b>	<b>147,240</b>	<b>54,035</b>	<b>54,799</b>	<b>54,035</b>	<b>78,825</b>	<b>56,187</b>	<b>55,424</b>	<b>88,676</b>	<b>294,478</b>	<b>883,700</b>	<b>380,057</b>	<b>23%</b>	
<b>PERSONNEL</b>	<b>411,218</b>			101,596	21,918	76,394	31,933	31,933	31,933	47,899	31,933	31,933	31,933	123,515	439,404	(28,186)	30%	
REGULAR SALARIES																		
<b>TOTAL PERSONNEL</b>	<b>411,218</b>	<b>-</b>	<b>-</b>	<b>101,596</b>	<b>21,918</b>	<b>76,394</b>	<b>31,933</b>	<b>31,933</b>	<b>31,933</b>	<b>47,899</b>	<b>31,933</b>	<b>31,933</b>	<b>31,933</b>	<b>123,515</b>	<b>439,404</b>	<b>(28,186)</b>	<b>30%</b>	
<b>FRINGE BENEFITS</b>	<b>38,735</b>			7,693	1,629	5,892	2,443	2,443	2,443	3,664	2,443	2,443	2,443	9,322	33,536	5,199	24%	
TAXES																		
RETIREMENT																		
MEDICAL																		
UNEMPLOYMENT & WORKERS' COMP																		
TUITION REIMBURSEMENT																		
BUS CARD				24										24	24	(24)		
<b>TOTAL FRINGE BENEFITS</b>	<b>195,149</b>	<b>-</b>	<b>-</b>	<b>37,252</b>	<b>12,430</b>	<b>18,825</b>	<b>12,047</b>	<b>12,672</b>	<b>12,047</b>	<b>16,367</b>	<b>13,808</b>	<b>13,183</b>	<b>13,808</b>	<b>49,682</b>	<b>162,442</b>	<b>32,707</b>	<b>25%</b>	
<b>INDIRECT COSTS</b>	<b>153,340</b>	<b>-</b>	<b>-</b>	17,421	13,398	21,139	9,764	9,902	9,764	14,267	10,155	10,016	10,155	30,819	125,979	27,361	20%	
INDIRECT COSTS																		
<b>TOTAL INDIRECT COSTS</b>	<b>153,340</b>	<b>-</b>	<b>-</b>	<b>17,421</b>	<b>13,398</b>	<b>28,769</b>	<b>9,764</b>	<b>9,902</b>	<b>9,764</b>	<b>14,267</b>	<b>10,155</b>	<b>10,016</b>	<b>10,155</b>	<b>30,819</b>	<b>125,979</b>	<b>27,361</b>	<b>20%</b>	
<b>TRAVEL &amp; TRAINING</b>	<b>35,000</b>	130	685	1,561	-	136	-	-	-	-	-	-	-	32,489	2,375	35,000	(0)	7%
TRAVEL																		
<b>TOTAL TRAVEL &amp; TRAINING</b>	<b>35,000</b>	<b>130</b>	<b>685</b>	<b>1,561</b>	<b>-</b>	<b>136</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>32,489</b>	<b>2,375</b>	<b>35,000</b>	<b>(0)</b>	<b>7%</b>
<b>SUPPLIES</b>	<b>5,000</b>	21		822	131	2,059								974	3,033	1,967	19%	
OFFICE SUPPLIES																		
FOOD																		
POSTAGE																		
NON-CAPITAL EQUIPMENT																		
<b>TOTAL SUPPLIES</b>	<b>11,550</b>	<b>21</b>	<b>-</b>	<b>822</b>	<b>131</b>	<b>2,059</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>974</b>	<b>3,033</b>	<b>8,517</b>	<b>8%</b>	
<b>CONTRACTUAL</b>	<b>397,000</b>			19,381	58,762	19,539								78,143	97,683	299,317	20%	
ONE STOP OPERATOR																		
CONSULTANT																		
<b>TOTAL CONTRACTUAL</b>	<b>437,000</b>	<b>-</b>	<b>-</b>	<b>19,381</b>	<b>58,762</b>	<b>19,539</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>78,143</b>	<b>97,683</b>	<b>339,317</b>	<b>18%</b>	
<b>OPERATING SERVICES</b>	<b>8,000</b>	1,006	4,446	282	-	1,226								5,733	6,959	1,041	72%	
ASSOCIATION/MEMBERSHIPS																		
MARKETING																		
LABOR MARKET																		
PRINTING (COPIER)																		
CELL PHONES/LAND LINES																		
<b>TOTAL OPERATING SERVICES</b>	<b>20,500</b>	<b>1,006</b>	<b>4,446</b>	<b>671</b>	<b>2,846</b>	<b>1,517</b>	<b>292</b>	<b>292</b>	<b>292</b>	<b>292</b>	<b>292</b>	<b>292</b>	<b>292</b>	<b>8,969</b>	<b>12,528</b>	<b>7,972</b>	<b>44%</b>	
<b>TOTAL COSTS</b>	<b>1,263,757</b>	<b>1,157</b>	<b>5,131</b>	<b>178,705</b>	<b>109,485</b>	<b>147,240</b>	<b>54,035</b>	<b>54,799</b>	<b>54,035</b>	<b>78,825</b>	<b>56,187</b>	<b>55,424</b>	<b>88,676</b>	<b>294,478</b>	<b>876,070</b>	<b>387,687</b>	<b>23%</b>	



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# **Consent Agenda. Executive Director's Report**

# Maricopa County Workforce Development Board Report

Steve Clark, Executive Director

December 2023

## MCWDB Membership Update

We welcome Anne “Annie” Landers to the MCWDB! The Maricopa County Board of Supervisors (BOS) approved Anne’s MCWDB membership at their recent meeting. Her first meeting will be at the December 5, 2023, MCWDB Full Board meeting. Anne currently serves as the Chief Operating Officer at Junior Achievement (JA). As Chief Operating Officer, Anne is committed to ensuring that the Arizona community has a high-impact and positive experience with JA, so the organization can continue to shape the futures of tens of thousands of students each year. In tandem with JA’s president, Anne ensures the organization’s unique value proposition, thought leadership, track record, and impact on our community is represented in key education, career readiness, and financial literacy conversations. She oversees all programs, external relations, and marketing for the organization, in addition to leading the organization’s data management programs for donor and volunteer engagement. She has been part of the JA team for 9 years. We anticipate the remaining two open seats will be appointed in January 2024.

## 2024 Central Arizona Regional Workforce Forum

Preliminary plans are underway for the next regional workforce collaboration event. This event is designed to continue the momentum established during the first regionally focused event last summer. We are targeting September 27, 2024, for the event to coincide with

National Workforce Development Month. We will partner again with our friends at the City of Phoenix and Pinal County. We have secured preliminary funding through the Arizona Department of Economic Security and hope for another successful event.

## One-Stop Operator (OSO)

We are working alongside the Office of Procurement Services (OPS) to address the concerns we have with the performance of our OSO (EQUUS). Based upon our evaluation of EQUUS’ response to the Letter of Concern, you will see a recommendation to extend their contract for 6 months. I will provide further updates on their performance as necessary.

## Projects

We are continuing to work on several projects. They include:

- Continued Partner Collaboration
- ETPL Monitoring & Oversight
- Apprenticeship Opportunities
- Workforce Development Division Collaboration
- OSO Best in Class Opportunities
- In-Demand Industries Research
- Regional Collaboration Efforts
- MCWDB Committee Agenda Development





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# **Consent Agenda.**

## **September and October Jobs Reports**

# Arizona & Maricopa County Job Report

October 2023

Julia Maciel

## National Summary

### Main Takeaways:

- Total Non-Farm employment increased by 150,000 in October for the U. S.
- Job gains continued to trend up in health care, social assistance, and government.
- Employment declined in manufacturing due to strike activity.
- Unemployment rate changed little to 3.9%
- Average hourly earnings grew by 7 cents or 0.2% in October to \$34.00.

## Arizona Summary

### Main Takeaways:

- In October, Arizona's total nonfarm employment increased by 51,100 jobs year over year.
- The Unemployment Rate increased to 4.2% in October, up from 4% in September 2023.
- The largest job gains were recorded in Trade, Transportation & Utilities (9,500) jobs) and Private Education & Health Services (6,200 jobs)

The largest job losses were recorded in Financial Activities (-2,300 jobs)

- Arizona Commerce Authority
- Arizona Office of Economic Opportunity
- Bureau of Labor Statistics

## MARICOPA COUNTY SUMMARY

Maricopa County Employment & Unemployment 2023					
	Jan	Feb	March	April	May
Nonfarm Employment	2,334.7	2,339.8	2,354.7	2,363.2	2,261.8
Unemployment Rate	3.2%	3.1%	3.1%	3.0%	3.1%
	June	July	August	September	October
Nonfarm Employment	2,249	2,243.9	2,446.1	2,469.4	2,302.2
Unemployment Rate	3.9%	4.1%	4.0%	3.7%	3.8%

- Maricopa County's unemployment rate increased slightly from 3.7% to 3.8% in October 2023.
- **Construction** employment rose slightly from last month with employment levels from 160.5 -> 161.4
- **Manufacturing** employment stayed at its consistent employment level of 149.5.
- **Transportation and Warehousing** employment levels increased in October to 108.1.
- **Healthcare and social assistance** employment levels continue to rise each month, with a rate of 328.2 for October.
- **Finance and insurance** employment levels decreased in October to 168.1.

Maricopa County October Labor Force 2023

Industry	Employment Level	%Change from Year Ago	Numeric Year-over-Year Change
Mining & Construction	160,200	+4.2%	6,500
Manufacturing	128,000	-1.4%	-1,800
Private Education & Health Services	381,700	+6.4%	23,000
Information	39,500	-7.1%	-3,000
Financial Activities	216,900	+0.8%	1,700
Trade, Transportation and Utilities	447,000	+0.4%	1,800

# Arizona & Maricopa County Job Report

September 2023

Julia Maciel

## National Summary

### Main Takeaways:

- Total Non-Farm employment increased by 336,000 in September for the U. S.- the largest monthly employment increase since January!
- Job gains continued to trend up in health care, leisure and hospitality, social assistance, government, and construction.
- Unemployment rate remain unchanged at 3.8%
- Average hourly earnings grew by 7 cents or 0.2% in September to \$33.88.

## Arizona Summary

### Main Takeaways:

- In September, Arizona's total nonfarm employment increased by 67,300 jobs year over year.
- The Unemployment Rate increased to 4.0% in September, up from 3.8% in August 2023.
- The largest job gains were recorded in Government (16,300 jobs) and Private Education & Health Services (9,400 jobs)
- The largest job losses were recorded in Information (-2000 jobs) and Construction (-1,300 jobs).

### Data from:

- Arizona Commerce Authority
- Arizona Office of Economic Opportunity
- Bureau of Labor Statistics

## MARICOPA COUNTY SUMMARY

Maricopa County Employment & Unemployment 2023					
	Jan	Feb	March	April	May
Nonfarm Employment	2,334.7	2,339.8	2,354.7	2,363.2	2,261.8
Unemployment Rate	3.2%	3.1%	3.1%	3.0%	3.1%
	June	July	August	September	
Nonfarm Employment	2,249	2,243.9	2,446.1	2,469.4	
Unemployment Rate	3.9%	4.1%	4.0%	3.7%	

- Maricopa County's unemployment rate decreased again from 4.0% to 3.7% in September 2023.
- **Construction** employment dropped slightly from last month with employment levels from 161.3 -> 160.6
- **Manufacturing** employment returned to its consistent employment level of 149.5.
- **Transportation and Warehousing** employment levels have been decreasing since January 2023 from 110.6 -> 105.5 for September 2023.
- **Healthcare and social assistance** employment levels continue to rise each month, with a rate of 324.6 for September.
- **Finance and insurance** employment levels have been decreasing from January and but rose slightly from last month from 168.1 -> 169.5

Maricopa County September Labor Force 2023

Industry	Employment Level	%Change from Year Ago	Numeric Year-over-Year Change
Mining & Construction	159,300	+3.8%	5,800
Manufacturing	128,200	-1.2%	-1,500
Private Education & Health Services	375,800	+5.8%	20,700
Information	39,700	-6.6%	-2,800
Financial Activities	219,500	+2.8%	5,900
Trade, Transportation and Utilities	442,000	+0.6%	2,600



# **Consent Agenda.**

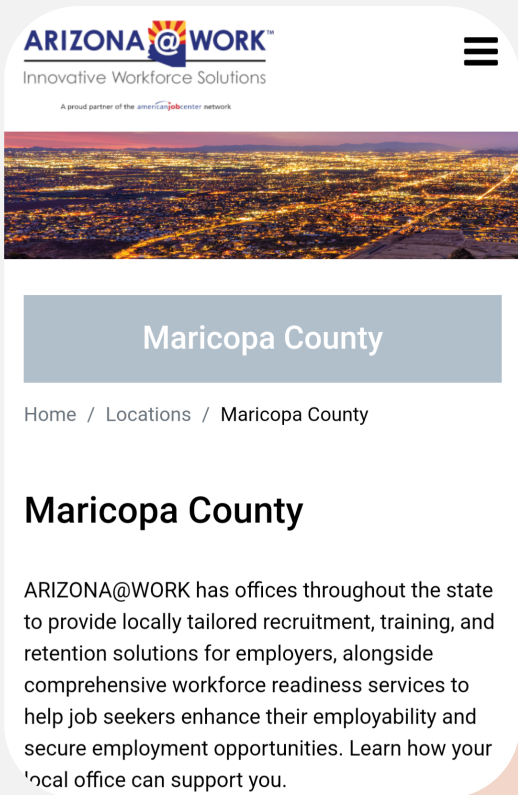
## **Careers Pathway Strategist Reports**

# In-Demand Career & Apprenticeship Strategist Report

*Katelyn Harris Lange | November 2023*

## Arizona@Work Maricopa County Website Refresh

MCWDB staff updated all Maricopa County pages on [arizonaatwork.com](http://arizonaatwork.com), including the addition of sections for jobseekers on apprenticeships, smart justice, and the weekly job blast.



TOP PROJECTS & NEW CONNECTIONS

## IT Apprenticeship Accelerator (Nov. 15)

During National Apprenticeship Week MCWDB hosted a virtual IT Apprenticeship Accelerator with 35 attendees. After the event, two IT employers scheduled follow-up meetings re: apprenticeships.



## MEET & GREETINGS

- Nov 1, Local First Arizona
- Nov 8, ElevateEd AZ
- Nov 9, Tech One IT
- Nov 13, Leah Palmer AZMI
- Nov 15: ASU Local
- Nov 16: Center for the Future of AZ
- Nov 16: Greater Phoenix Chamber
- Nov 17: Smart Justice Team
- Nov 17: Medicus IT

## EVENTS

### Upcoming Workforce Events

\*click the date to be taken to the event page

- Nov 29, WESTMARC Business Tech Summit, Goodyear @ 8am
- Nov 29-Dec 2, ACTE's CareerTech VISION 2023, Phoenix
- Dec 5, West Valley Workforce Forum
- Dec 7, It Happens at STN Live Taping

# Career Pathways & Apprenticeship Strategist Report

*Jordan Dodeward*

OCTOBER  
2023



## One Chapter Ends, but Another Begins!

As of November 10, 2023, I will be resigning from the Maricopa County Workforce Development Board as the Career Pathways and Apprenticeship Strategist. I will be pursuing my commitment to strengthening our strategic workforce initiatives as I have accepted the role of Strategic Operations Manager for the Program Oversight and Support Administration (POSA) with the Division of Employment and Rehabilitation Services (DERS) at the State of Arizona! Although I am leaving my role with Maricopa County, I am extremely excited to continue working with you all in a larger capacity. My duties and assigned local areas are yet to be determined, but I assure you I will be a statewide workforce advocate! I want to communicate my sincerest gratitude for the amazing relationships we have cultivated, and if for any reason I am unable to connect with you moving forward, please find me on LinkedIn where I can loop you into my future work with the State. Although I am sad to leave the team, I am excited to continue working in this arena!



## PROJECTS: TO BE CONTINUED...

### Commitment to a Seamless Transition

During my last few weeks with the Maricopa County Workforce Development Board staff team, I have ensured that my top projects, committee involvement, and ongoing strategies will be adopted by the team and by our new In-Demand Careers Pathway Strategist, Katelyn Harris-Lange.

### Refugees

The first Refugee Healthcare Pilot Program recently graduated 4 individuals! I collaborated with our management analyst, Julia Maciel, in creating a final report that will be public soon. Additionally, Julia and Katelyn joined in a meeting with the State Refugee Resettlement Office and our WDD team to brainstorm a pilot program for refugees who are interested in attaining a CDL.

### Apprenticeships

The Technology Apprenticeship Accelerator is shaping up to be a great event and will take place on November 15, 2023, virtually from 10-11 a.m. Katelyn will do an incredible job leading the event and following up. Additionally, the BuilditAZ proposal to Governor Hobbs was due on November 6th. Our team will continue to be involved in this upcoming initiative, and we are very excited to see how it evolves!

### Committee & Council Involvement

MCWDB will now be represented by Katelyn in various workgroups, committees, and councils with the following employers: AZNext, WESTMARC, PipelineAZ, AAED, VSUW and more!

*\*not an all-inclusive list*

# In-Demand Career & Apprenticeship Strategist Report

*Katelyn Harris Lange | October 2023*

## New Strategist Joins the Team!

I joined the team on September 18th and spent October onboarding with Jordan. With Jordan's departure, I will continue Jordan's work as an apprenticeship catalyst and oversee the Advanced Manufacturing, Healthcare, and IT in-demand industries.

## Arizona@Work Maricopa County Website Refresh

As a special project, I am working to refresh our website content. My focus is to enhance the amount of detail regarding services offered to jobseekers and businesses.

## MEET & GREETINGS

- **Oct 10**, East Valley Career Center meeting with the BSR team
- **Oct 11**, WESTMARC Education & Workforce Committee Meeting
- **Oct 12**, AAED Workforce Committee Meeting
- **Oct 12**, CFA Healthcare Apprenticeship Employer Discussion
- **Oct 16**, Met with AZNext
- **Oct 16**, Besty Nelson, WDD Apprenticeship Supervisor
- **Oct 17**, Met with Skill Up AZ
- **Oct 20**, Attended the second BuilditAZ Pathways Committee meeting put together by the Office of Economic Opportunity to design an apprenticeship program proposal for the Governor

TOP PROJECTS & NEW CONNECTIONS

## EVENTS

### IT Apprenticeship Accelerator - Register

In partnership with Apprentice Now, the next apprenticeship accelerator IT/Tech will be held during apprenticeship week!  
**November 15, 2023 | 10am-11am MST | Virtual**



### Upcoming Workforce Events

*\*click the date to be taken to the event page*

- **Nov 13-19**, National Apprenticeship Week
- **Nov 15**, IT Apprenticeship Accelerator, Virtual @10a
- **Nov 29**, WESTMARC Business Tech Summit, Goodyear @8am
- **Nov 29-Dec 2**, ACTE's CareerTech VISION 2023, Phoenix

## COMMITTEES

### Community Committee Participation

Jordan facilitated introductions between me and various workforce development entities including: Department of Economic Security, Pipeline AZ, BuildItAZ, Center for the Future of Arizona, Arizona Department of Education, AZNext, AAED & WestMARC



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# **Consent Agenda.**

## **Service Provider Agreement Renewal**





# Service Provider Agreement (SPA) Revision Update

# Background

## Service Provider Agreement(SPA)

- The Service Provider Agreement or “SPA” is the written Agreement between the Maricopa County Workforce Development Board (MCWDB) and the designated Service Provider that describes how the Service Provider will carry their roles and responsibilities under WIOA.
- Renew and approve every 3-years.
- Renewed term for SPA: Date signed - 12/31/2026. ✓

# Summary of Revisions

- Updated agreement term,
- Confirmed alignment with Arizona Workforce Council policies,
- Spelling, grammar, punctuation and format revisions.
- Incorporated leadership and attorney feedback.
  - Addition of language on prioritization of services and a system referral platform.
  - Revised citations and terminology for consistency.

## 01 Complete

- MCWDB staff redline revisions.
- Maricopa County Leadership review, input, and redline revisions.
- Maricopa County attorney review, input, and redline revisions

## 02 In progress

- **Executive Committee approval to move forward to MCWDB.**
- MCWDB approval.
- BOS approval.

# Next Steps

## Timeline

- 12/2023 Full Board Approval
- 12/2023 Board of Supervisors Approval

# Questions?



# Recommendation

Recommend the revised Service Provider Agreement as presented to the Full Board for final approval.



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**Thank You**



**SERVICE PROVIDER MEMORANDUM OF UNDERSTANDING**

Between  
Maricopa County Workforce Development Board and  
Service Provider

This Service Provider Memorandum of Understanding (MOU) is made between the Maricopa County Workforce Development Board ("WDB") and the Maricopa County Human Service Department ("Provider") to be a Service Provider for the WDB. This MOU is made in accordance with the policy of the Workforce Arizona Council.

**I. PARTIES**

- A. The parties to this Agreement are:
  - i. Board of Supervisors
  - ii. Maricopa County Workforce Development Board (MCWDB)
  - iii. Maricopa County Human Services Department ("Service Provider" or "Provider")
- B. The Board of Supervisors, Maricopa County Workforce Development Board, and Service Provider are collectively referred to as the "Parties" and individually as a "Party."

**II. BACKGROUND RECITALS**

- A. The Workforce Innovation and Opportunity Act (WIOA) was established to increase employment, education, and training for individuals with barriers, to support the alignment and improvement of the workforce development system, to improve the skills of workers to secure employment with family-sustaining wages, provide employers with a skilled workforce for competitiveness, and to provide workforce activities through state and local workforce development systems.
- B. Maricopa County is designated as the local workforce development area by the Governor and is the grant recipient funded to administer WIOA in Maricopa County, outside of the City of Phoenix.
- C. The MCWDB is the workforce development board for the Maricopa County Local Workforce Development Area.
- D. Workforce Arizona Council policy requires that a written agreement be entered and executed between the WDB and the Service Provider.
- E. The MCWDB, through its service providers, is committed to providing comprehensive, integrated, and regional workforce services within the local service area.
- F. The Parties agree to a relationship built on mutual respect and cooperation, which recognizes a common goal, operates in the best interest of the community, ensures transparent and open communication, and is timely and responsive in activities.
- G. The Parties acknowledge that WIOA laws and regulations, Training and Employment Guidance Letters (TEGLs), Uniform Administrative Guidance, State Law and applicable policies, the Arizona Department of Economic Security WIOA contract, and County policies shall be adhered to in their entirety. The Parties acknowledge that sub-

recipients of Federal funds must follow the Uniform Guidance at 2 CFR § 200, including the contractual provisions in 2 CFR § 200.326 and 2 CFR § 2900.

- H. In consideration of the recitals set forth above and incorporated by reference, the Parties agree to the provisions contained within this document.

### III. PURPOSE

- A. The purpose of the Agreement is to document the Parties' agreement that the Provider for the WIOA Title 1B Adult, Dislocated Worker, Youth, and Rapid Response services within the Maricopa County local workforce area is the Workforce Development Division of the Maricopa County Human Services Department. The Agreement provides:
- i. clear reference to service ownership,
  - ii. accountability, roles, and/or responsibilities,
  - iii. a clear, concise, and measurable description of services to be provided.

### IV. DEFINITIONS

For the purposes of this Agreement, the following terms shall have the meaning set forth below:

- A. Career Services Provider: the provider of services as specified in WIOA to "Adults" and "Dislocated Workers."
- B. Chief Elected Officials (CEO): the Board of Supervisors (BOS).
- C. Fiscal Agent: the CEO, or designated entity, responsible to perform accounting and fund management for WIOA funds.
- D. Grant Recipient: the CEO, or designated entity, responsible for grant administration, compliance, policy, and oversight of the WIOA program and funds in the Local Workforce Area.
- E. In-Demand Industry Sector or Occupation: A vocation or vocational field that:
  - i. has a substantial current or potential impact on the Local Workforce Area;
  - ii. contributes to the growth or stability of other supporting businesses or sectors and/or;
  - iii. has or is projected to have a number of available positions, an impact on the local economy, and lead to economic self-sufficiency and opportunities for advancement.
- F. Local Workforce Area: Maricopa County as designated by the Governor.
- G. Local Workforce Development Board: the Workforce Development Board as defined by 20 CFR § 679.310.
- H. Service Provider: an organization or entity that directly provides Career Services in the Local Workforce Area.
- I. Training and Employment Guidance Letter(s) (TEGL): guidance letter(s) issued by the US Department of Labor.
- J. WIOA: the Workforce Innovation and Opportunity Act of 2014, as amended.
- K. Youth Services Provider: the provider of services to youth as specified in WIOA.

**V. EFFECTIVE DATE, TERM AND TERMINATION**

- A. This Agreement shall be effective from the date signed by all Parties until December 31st, 2026.
- B. The Agreement may be renegotiated or terminated by either Party with three (3) months' notice in writing to the other party. Such notice shall be given by personal delivery or by Registered or Certified mail.
- C. This Agreement is subject to the statutory language of A.R.S. § 38-511 which is incorporated herein by reference.
- D. If any action is taken by any State agency, federal department, or any other agency or instrumentality with legal authority to suspend, decrease, or terminate its fiscal obligation under, or in connection with this Agreement, the Parties may amend, suspend, decrease or terminate their obligations under or in connection with this Agreement. In the event of termination, the Parties shall be liable for payment only for services rendered prior to the effective date of the termination, provided that such services performed are in accordance with the provisions of this Agreement. The Parties shall give written notice of the effective date of any suspension, amendment, or termination under this section at least ten (10) calendar days in advance.
- E. This Agreement may be terminated by mutual written Agreement of the parties specifying the termination date therein.

**VI. AMENDMENTS**

- A. Any change to this Agreement shall be in writing and signed by all Parties.

**VII. AUTHORIZED OFFICIALS**

- A. For the Workforce Development Board: The Chairman of the Workforce Development Board.
- B. For Provider: The Chairman of the Board of Supervisors.

**VIII. SCOPE OF WORK**

- A. Career Services
  - i. The "Provider" is responsible for providing staffing and program services to meet the needs of job seekers and employer customers. The "Provider" will provide staff to deliver quality services to customers and determine need for supportive services, employment and training; and assess availability, suitability and identification of resources to meet those needs. At the direction of the Provider, staff shall perform duties in all areas outlined below.
  - ii. "Provider" shall provide staffing for the following career services elements:
    - a. Basic Services as described in WIOA § 134(c)(2)(A)(i)-(xi) and 20 CFR § 678.430(a) available through the One-Stop delivery system. Provider shall provide services, which may include outreach, intake, orientation, initial assessments, labor exchange/job search, labor market information, support services, AZ@WORK enrollment activities, and referral decisions based on information obtained in the intake process.

- Services provided will be entered into the State automated system based on the Department of Economic Security requirements.
- b. Individualized Services as described in 20 CFR § 678.430(b), if determined appropriate in order for an individual to obtain and retain employment. Provider shall, at a minimum, provide services which may include comprehensive assessments, individual employment plan formulation, career planning/counseling, skill development/workforce preparation through short-term pre-vocational internships, work experiences, pre-apprenticeship activities, financial literacy, and English Language education. Services provided will be entered into the State automated system based on the Department of Economic Security requirements.
  - iii. Adult and dislocated worker staff under this agreement will provide services throughout the Maricopa County local workforce area. Staff will deliver WIOA Title IB workforce development services to both job seekers and employer customers. Adult and dislocated worker services will be provided through the job center(s) to eligible individuals. These services may include outreach, initial and comprehensive assessments, eligibility determination, enrollment, documentation, career counseling, skills development through an appropriate mix of classroom training, on-the-job training, work experience, job placement, pre-apprenticeships, apprenticeships and other services as appropriate, referrals for additional services, support services, and post program/employment follow up services.
  - iv. All appropriate materials must contain the "equal opportunity employer/program" statement provided by the US Department of Labor and State policy. All materials must also include the statement that "auxiliary aids and services are available upon request to individuals with disabilities."
  - v. "Provider" will be responsible for determining eligibility and for collecting and verifying all necessary eligibility documents. These verification documents must be maintained by the Provider.
    - a. Adult program services are available to those as defined by law, regulation, and guidance and may include:
      1. anyone 18 years or older;
      2. a United States citizen or legally authorized to work in this US;
      3. a male, in compliance with Selective Service registration requirements;
      4. a disadvantaged adult is an adult who received income or is a member of a family that received a total family income, that in relation to the family size, does not exceed the local area designated poverty line standard income level.
    - b. Dislocated Worker services are available to those as defined by law, regulation and guidance and may include individuals who:
      1. have been terminated or laid off due to no fault of their own or have received notice of a termination or layoff;

2. are eligible for or have exhausted unemployment insurance; or
  3. are not eligible for unemployment benefits due to insufficient earnings or having performed services for an employer that were not covered under State unemployment compensation;
  4. are unlikely to return to their previous industry or occupation;
  5. were self-employed but are unemployed as a result of general economic conditions in the community or because of natural disasters, displaced homemakers, spouse of an Armed Forces on active duty, and the long term unemployed (12 or more consecutive weeks).
- vi. Individual Employment Plans ("Individualized Employment Plan") are an individual career service for adult and dislocated worker. IEPs may be developed when determined appropriate between the participant and the career service provider. (20 CFR § 680.170)
- B. Follow-up Career Services
- i. Provider will provide follow-up career services, as described in WIOA § 134(c)(2)(A)(xiii) and 20 CFR § 678.430(c) and State Policy to participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment for a minimum of twelve (12) months following the first day of employment.
- C. Training Services
- i. Provider will provide training services as described in 20 CFR §680.200, as necessary. These services may be made available to employed and unemployed adults and dislocated workers who:
    - a. Provider staff determines, after an interview, evaluation or assessment and career planning, are:
      1. Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services;
      2. In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and
      3. Have the skills and qualifications to participate successfully in training services.
    - b. Select a program of training that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individuals are willing to commute or relocate;
    - c. Are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State funded training funds, Trade Adjustment Assistance (TAA) and Federal Pell Grants established under title IV of the Higher Education Act of 1965, or require WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants (provisions relating to fund coordination are found at 20 CFR §680.230 and WIOA § 134(c)(3)(B)); and

- d. If training services are provided through the adult funding stream, are determined eligible in accordance with the State and local priority system in effect for adults under WIOA § 134(c)(3)(E) and 20 CFR § 680.600.
  - ii. Training Services available to qualified adults and dislocated workers and employers:
    - a. Occupational skills training, including training for non-traditional employment;
    - b. On-the-job training (OJT);
    - c. Pre-Apprenticeships and Apprenticeships;
    - d. Work experience or internship, in accordance with 20 CFR § 680.170;
    - e. Incumbent worker training, in accordance with WIOA § 134(d)(4) and 20 CFR §§ 680.780, 790, 800, 810 and 820;
    - f. Programs that combine workplace training with related instruction, which may include cooperative education programs;
    - g. Training programs operated by the private sector;
    - h. Skills upgrading and retraining;
    - i. Entrepreneurial training;
    - j. Transitional jobs in accordance with WIOA § 134(d)(5) and §§ 680.190 and 20 CFR § 680.195;
    - k. Job readiness training provided in combination with services listed in this section;
    - l. Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with training services listed in this section;
    - m. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training; and
    - n. Individual Training Accounts (ITAs) and access to lists of eligible training providers and programs of training through the one-stop delivery system to adults and dislocated workers needing training. The lists of eligible training providers and programs shall contain quality consumer information, including cost and performance information for each of the providers' programs, so that participants can make informed choices on where to use their ITAs.
- D. Rapid Response Services
- i. Provider will provide Rapid Response services as described in 20 CFR § 682.300 – 682-370 as necessary to Dislocated Workers.
  - ii. Rapid Response shall be delivered when one or more of the following circumstances occur(s):
    - a. Announcement or notification of permanent closure regardless of the number of workers affected;

- b. Announcement or notification of a mass layoff as defined in 20 CFR § 682.305;
  - c. A mass job dislocation resulting from a natural or other disaster; or
  - d. The filing of a Trade Adjustment Assistance (TAA) petition.
- iii. Rapid Response activities shall include:
- a. Layoff aversion activities as described in 20 CFR § 682.320, as applicable.
  - b. Immediate and on-site contact with the employer, representatives of the affected workers, and the local community, including an assessment of and plans to address the following:
    - 1. Layoff plans and schedule of the employer;
    - 2. Background and probable assistance needs of the affected workers;
    - 3. Reemployment prospects for workers; and
    - 4. Available resources to meet the short and long-term assistance needs of the affected workers.
  - c. The provision of information and access to unemployment compensation benefits and programs, such as Short- Term Compensation, comprehensive one- stop delivery system services and employment training activities, including information on the TAA program (19 U.S.C. § 2271 et seq.), Pell Grants, the GI Bill and other resources.
  - d. The delivery of other necessary services and resources, including workshops and classes, use of worker transition centers and job fairs, to support reemployment efforts for affected workers.
  - e. Partnership with the Local WDB(s) and CEO to ensure a coordinated response to the dislocation event and, as needed, obtain access to State and local economic development assistance. Such coordinated response may include the development of an application for a national dislocated worker grant as provided under 20 CFR § 687.
  - f. The provision of emergency assistance adapted to the particular layoff or disaster.
  - g. Developing systems and processes as appropriate for:
    - 1. Identifying and gathering information for early warning of potential layoffs or opportunities for layoff aversion;
    - 2. Analyzing and acting upon data and information on dislocations and other economic activity in the State or local area; and
    - 3. Tracking outcome and performance data and information related to the activities of the rapid response program.
  - h. Developing and maintaining partnerships with other appropriate Federal, State and local agencies and officials, employer associations, technical councils, other industry business councils, labor organizations and other public and private organizations, in order to:

1. Conduct strategic planning activities to develop strategies for addressing dislocation events and ensuring timely access to a broad range of necessary assistance; and
  2. Develop mechanisms for gathering and exchanging information and data relating to potential dislocations, resources available and the customization of layoff aversion or rapid response activities, to ensure the ability to provide rapid response services as early as possible.
- i. Delivery of services to worker groups for which a petition for Trade Adjustment Assistance has been filed.
  - j. As described in 20 CFR § 682.350, work with ADES to request the provision of additional assistance to local areas that experience disasters, mass layoffs, or other dislocation events when such events exceed the capacity of the local area to respond with existing resources as provided under WIOA § 134(a)(2)(A)(i)(III).
  - k. Provision of guidance and financial assistance, as appropriate, in establishing a labor-management committee voluntarily agreed to by the employee's bargaining representative and management. The committee may devise and oversee an implementation strategy that responds to the reemployment needs of the workers. The assistance to this committee may include:
    1. The provision of training and technical assistance to members of the committee; and
    2. Funding the operating costs of a committee to enable it to provide advice and assistance in carrying out rapid response activities and in the design and delivery of WIOA authorized services to affected workers.

#### E. Youth Services

- i. Youth services as described in 20 CFR § 681.200 – 681.650 are to be provided to WIOA Title IB eligible youth, who are either in-school, ages fourteen to twenty-one (14-21) (unless an individual with a disability who is attending school under State law) or out-of-school, ages sixteen to twenty-four (16-24).
- ii. The "Provider" will make available the following **fourteen (14)** elements for the Maricopa County local workforce development area either directly or via subcontracts.
  - a. **Comprehensive guidance and counseling activities** – to assist youth in making sound decisions regarding their education and professional plans and goals. Counseling and guidance activities related to life choices may include assisting youth to:
    1. Deal with the pressures of life;
    2. Resolve interpersonal conflicts with others;
    3. Avoid and/or resist peer pressure;
    4. Understand how educational/vocational choices impact their future lifestyle;



5. Life Skills training (budgeting, time management, etc.); and
  6. Drug and alcohol abuse counseling
- b. **Financial Literacy education** – supporting the ability of participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals.
  - c. **Services that provide labor market and employment information about the targeted industry sectors or occupations available within the local area** – such as career awareness, career counseling, and career exploration.
  - d. **Tutoring, study skills training, and instruction, as well as evidence-based dropout prevention and recovery strategies** – that lead to completion of the requirements for a secondary school diploma or its recognized equivalent or for a recognized postsecondary credential.
  - e. **Entrepreneurial skills training** – including, but not limited to, knowledge of start-up business models, writing business plans, financial management, basic accounting and finance principles, legal and risk management, marketing needs and planning, customer service and time management, HR issues, record keeping, and taxes.
  - f. **Paid and unpaid work experiences** – that have an academic component and occupational education, which may include summer employment opportunities, pre-apprenticeship programs, internships and job shadowing, and on-the-job training.
  - g. **Occupational skills training** – post-secondary education and/or skills training to attain industry standard certifications.
  - h. **Leadership development opportunities** – encourage responsibility, employability, pre-employment training, and citizenship. Activities may include life skills instruction, decision-making skills training, cultural diversity instruction, community service projects, self-esteem building activities, and real- life skills. Other leadership development opportunities may also include peer- centered activities, including peer mentoring and tutoring, community service- learning projects, exposure to post-secondary educational opportunities, and work simulation.
  - i. **Adult mentoring** – for the period of program participation and a subsequent period.
  - j. **Supportive services** – such as transportation assistance, childcare, work attire/related tools, and eyewear.
  - k. **Follow-up services** – The "Provider" will provide the appropriate services/activities to enhance the youth's academic/occupational progress to ensure long-term success. Follow-up services for youth may include: (1) leadership development and supportive service activities; (2) regular contact with a youth participant's employer, including assistance in addressing work- related problems that arise; (3) assistance in securing better paying jobs, career pathway development,

and further education or training; (4) work-related peer support groups; (5) adult mentoring; and/or (6) services necessary to ensure the success of youth participants in employment and/or post-secondary education.

- i. **Alternative secondary school instruction or dropout recovery services**
- m. **Activities that help youth prepare for and transition to post-secondary education and training.**
- n. **Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster** – Workforce preparation activities, basic academic skills, and hands-on occupational skills training are to be taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway. (WIOA § 129I(2)I).

#### F. Business Services

- i. Provider shall provide business services as described in 20 CFR § 678.435 as necessary to local employers. Business services may include:
  - a. Promote employer openings;
  - b. Pre-screen for qualified candidates;
  - c. Make candidate referrals to employers;
  - d. Career Fairs;
  - e. Employer Hiring Events;
  - f. Provide and analyze Labor Market Information (LMI) including:
    - 1. Competitor analysis and
    - 2. Wage analysis;
  - g. Commute analysis;
  - h. Assist with potential business relocations;
  - i. Business retention and expansion for local economic developers;
  - j. Regional partnerships; and
  - k. Input on industry sector partnerships.

#### G. Prioritization

- i. **Priority Populations**
  - a. Provider shall focus on serving those who have one or more barriers to employment with special emphasis and specific focus on low-income individuals and families, justice-involved, single parents, and homeless individuals.
  - b. Provider shall develop relationships with other local entities that serve these populations to ensure that they know how to refer clients to Provider for services.
  - c. Priority populations served by Provider shall be as follows:
    - 1. Veterans;
    - 2. Low-income individuals;
    - 3. Justice-involved or ex-offenders;
    - 4. Single parents;
    - 5. Homeless individuals;

6. Individuals with disabilities;
  7. Elderly individuals;
  8. Current or former youth involved in the foster care system;
  9. English language learners and basic skills deficient;
  10. Long-term unemployed; and
  11. Displaced homemakers.
- ii. Priority of Service Policy
    - a. ARIZONA@WORK Maricopa County WIOA Adult Program funding will be utilized strictly for the following priority populations:
      1. Recipients of Public Assistance;
      2. Individuals with Low-Incomes;
      3. Individuals who are Basic Skills Deficient;
      4. Veterans and their Eligible Spouses.
  - iii. Priority Industries
    - a. Provider will exercise fiscal responsibility by prioritizing funding to the industries designated as in-demand by the MCWDB across all programs.
    - b. Provider shall provide industry data to MCWDB upon request to ensure industries being prioritized are consistent with the strategic direction of the MCWDB.
    - c. Funding for opportunities outside of those deemed in-demand will be reserved for those whose justice-involved backgrounds and current circumstances do not allow them the same opportunities as others.
- H. For all services provided, Provider shall determine the appropriate assessments to administer to clients.
  - I. Provider staff shall utilize family-centered and evidence based coaching practices in working with all participants.

## IX. PERFORMANCE MEASURES

- A. Performance measurements shall be negotiated between the WDB and the State of Arizona WIOA Administrative Entity.
- B. Provider may propose performance measurements to the WDB for consideration prior to WDB's formal negotiation with the State of Arizona.
- C. Provider shall meet or exceed annual performance levels. Program year performance levels shall be effective after the WDB and Chief Elected Official approve.
- D. Failure to meet any of the performance measures after the end of the Program Year may require a written corrective action plan from Provider. If Provider fails the same performance measure two consecutive years and the Arizona Department of Economic Security imposes sanctions, the WDB may apply those sanctions onto Provider.
- E. Performance measurements are defined as:
  - i. Employment Rate: The percentage of participants who are in unsubsidized employment and/or for Youth participants who are participating in Postsecondary Education during the second and fourth quarter after exit from the program.
    - a. 2<sup>nd</sup> Quarter after Exit

1. Adult
    2. Dislocated Worker
    3. Youth
  - b. 4<sup>th</sup> Quarter after Exit
    1. Adult
    2. Dislocated Worker
    3. Youth
- ii. Median Earnings: The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.
  - a. 2<sup>nd</sup> Quarter after Exit
    1. Adult
    2. Dislocated Worker
    3. Youth
- iii. Credential Attainment Rate: The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program.
  - a. During participation in or within 1 year after exit from the program
    1. Adult
    2. Dislocated Worker
    3. Youth
- iv. Measurable Skills Gains: The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. Depending on the type of education or training program, documented progress is defined as one of the following:
  - a. Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level;
  - b. Documented attainment of a secondary school diploma or its recognized equivalent;
  - c. Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards;
  - d. Satisfactory or better progress report towards established milestones, such as completion of OJT or completion of one year of an

apprenticeship program or similar milestones, from an employer or training provider who is providing training; or

- e. Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade- related benchmarks such as knowledge-based exams;
- f. A gain shall be attained and documented at the end of each program year (June 30<sup>th</sup>).
  - 1. Adult
  - 2. Dislocated Worker
  - 3. Youth

#### **X. SUBCONTRACTS**

- A. Provider shall provide a quarterly report to the WDB listing all subrecipient contracts for services.

#### **XI. INFORMATION SYSTEMS**

- A. Provider must ensure staff have access to the appropriate information systems and safeguard these information systems from unauthorized access of use.
- B. Provider shall only utilize the Arizona Job Connection data system (or other state-mandated WIOA system), the Provider's maintained data and case management system, and the referral system developed through the One Stop Operator to ensure a seamless flow of services across core and title partners.
- C. Data Entry, Security, and PII
  - i. Provider must monitor and review customer records for data integrity.
  - ii. Provider must comply with all security standards and guidelines as required by DES and WIOA.
  - iii. Provider will maintain confidentiality of any Personally Identifiable Information (PII). This applies to both printed and electronic PII.
  - iv. Provider staff are to adhere to professional standards of client confidentiality as required under WIOA.

#### **XII. STAFFING, SPACE, AND EQUIPMENT**

- A. Provider is responsible for providing staffing, space, and equipment necessary to deliver the aforementioned services and meet the performance requirements outlined in this document. This may be accomplished through hiring of staff, contracting for services, leasing of space and procurement of equipment, and/or entering into subcontracts with other providers.
- B. Provider shall present to the WDB any proposed comprehensive center location changes at least 120 days prior to the planned change date. The presentation shall include an analysis regarding how the new location(s) serves the needs of the community. If the change requires additional funding, this shall be disclosed during the meeting.
- C. Provider shall be expected to provide services throughout Maricopa County, excluding the City of Phoenix, and may provide services at optional locations. The provider must

notify the WDB of any optional locations at which services are provided. If use of these locations requires additional funding, this shall be disclosed to the WDB.

- D. Any such space, equipment, or technology necessary for WIOA service provision shall be funded by WIOA and included in Provider's operating budget. Provider shall be responsible for obtaining and maintaining equipment, software, or other information technology items.
- E. Prior to purchasing any single use equipment over \$5,000 or total purchase exceeding \$10,000, Provider shall complete the Arizona Department of Economic Security Form (ADES) WIOA pre- approval questionnaire for equipment and vehicles over \$5,000. This form shall be submitted to the fiscal agent and the WDB staff.

### **XIII. FUNDING**

- A. Funds under this Agreement are provided by the Workforce Innovation and Opportunity Act (WIOA) Title I federal program from the U.S. Department of Labor. As such, the funds are subject to all the provisions of Public Law 113-128 as well as any guidance issued by the U.S. Department of Labor and DES.
- B. Funding for this Agreement is provided by the Catalog of Federal Domestic Assistance (CFDA):
  - i. Adult Worker – 17.258
  - ii. Dislocated Worker – 17.278
  - iii. Youth Program – 17.259
- C. Should the CEO determine that funds are not available for continuing these services, the CEO may cancel this Agreement. Every performance of the Parties under this Agreement is conditioned upon the availability of funds appropriated, allocated, or granted for performance. If funds are not available for the continuance of this Agreement, this Agreement may be terminated by either Party at the end of the period for which funds are available. No liability shall accrue to either Party in the event of termination, and neither Party shall be obligated or liable for any future performance, payments, or for any damages as a result of termination under this paragraph.
- D. In the event of termination of this Agreement due to unavailability of funds, all outstanding payments due to Provider (for completed performance under this Agreement) shall be paid within ten (10) days of the termination date of the Agreement.
- E. All WIOA eligible expenditures are cost-reimbursable.
- F. All funds must be spent within the ADES period of availability.

### **XIV. INVOICING**

- A. Provider shall submit the previous month's invoice by the 25<sup>th</sup> of the month to the Fiscal Agent and the WDB Executive Director.
- B. This invoice shall be the AZDES Accrued Expenditure and Cash Report for all WIOA services provided.

### **XV. REPORTS**

- A. Provider shall submit quarterly and annual reports on the current year's and progress towards performance measures.

- B. All quarterly reports are due no later than 45 calendar days after the end of the specified reporting quarter. Reporting quarter-end dates are September 30, December 31, March 31, and June 30.
- C. The annual report shall be submitted no later than 90 calendar days following the end of the program year-end date of June 30.

**XVI. NOTICES**

- A. Notifications and communications concerning this Agreement shall be directed to the following:
  - i. Maricopa County Workforce Development Board: Executive Director  
301 W. Jefferson St., 9<sup>th</sup> Floor, Phoenix, AZ 85003
  - ii. Maricopa County Human Services Department: Assistant Director of WDD 2  
34 N. Central Avenue, 3rd Floor, Phoenix, AZ 85004

**XVII. NOTIFICATION REGARDING DEBARMENT, SUSPENSION INELIGIBILITY, AND VOLUNTARY EXCLUSION**

- A. Each Party certifies to the best of its knowledge and belief, that it and its directors, officers and agents:
  - i. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - ii. Have not within a three-year period been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - iii. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph 9.1.2; and
  - iv. Have not within a three-year period had one or more public transactions (Federal, State, or local) terminated for cause or default.

**XVIII. NON-DISCRIMINATION AND EQUAL OPPORTUNITY**

- A. All Parties to this AGREEMENT certify that they prohibit discrimination, and they certify that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of: (i) political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national origin; (ii) sex or age, except when age or sex constitutes a bona fide occupational qualification; or (iii) the physical or mental disability of a qualified individual with a disability.
- B. The Parties specifically agree that they will comply with Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR § 38; Final Rule

December 2, 2016), the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), the Non-traditional Employment for Women Act of 1991, titles VI and VII of the Civil Rights of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1967, as amended, title IX of the Education Amendments of 1972, as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR § 37 and 38.

**XIX. BACKGROUND CHECKS FOR EMPLOYMENT THROUGH THE CENTRAL REGISTRY**

- A. The provisions of A.R.S. § 8-804 (as may be amended) are hereby incorporated in its entirety as provisions of this AGREEMENT.
- B. Central Registry Background Checks shall be conducted on all Maricopa County employees. The information contained in the Central Registry shall be used as a factor to determine qualifications for any positions that are funded through WIOA.
  - i. A person who is disqualified because of a Central Registry Background Check may apply to the Board of Fingerprinting for a Central Registry exception pursuant to A.R.S. § 41-619.57. A person who is granted a Central Registry exception pursuant to A.R.S. § 41-619.57 is not entitled to a contract, employment, licensure, certification or other benefit because the person has been granted a Central Registry exception.
  - ii. Before being employed, persons shall certify on forms provided by ADES whether an allegation of abuse or neglect was made against them and was substantiated. The completed forms are to be maintained as confidential.
  - iii. A person awaiting receipt of the Central Registry Background Check may perform assigned duties after completion and submittal of the Direct Service Position certification form if the certification states:
    - a. The person is not currently the subject of an investigation of child abuse or neglect in Arizona or another state or jurisdiction; and
    - b. The person has not been the subject of an investigation of child abuse or neglect in Arizona, or another state or jurisdiction, which resulted in a substantiated finding. Person shall complete the Direct Service Position application (FBU-1003A) located at: <https://des.az.gov/digital-library/ders-direct-service-position>.

**XX. FINGERPRINTING**

- A. The Parties shall comply with the Provisions of A.R.S. § 46-141 as may be amended.
- B. The County shall ensure that all employees, comply with all applicable (current and future) legal requirements relating to fingerprinting, fingerprinting clearance cards, certification regarding pending or past criminal matters, and criminal records checks that relate to AGREEMENT performance.
- C. Applicable legal requirements relating to fingerprinting, certification, and criminal background checks may include, but are not limited to, the following: A.R.S. §§ 36-594.01, 36-3008, 41-1964, and 46-141. All applicable legal requirements relating to fingerprinting, fingerprint clearance cards, certification regarding pending or past criminal matters, and criminal records checks are hereby incorporated in their entirety



as it relates to employment with Maricopa County. The County is responsible for knowing which legal requirements relating to fingerprinting, fingerprint clearance cards, certifications regarding pending or past criminal matters, and criminal records checks relate to work assignment performance.

- D. To the extent A.R.S. § 46-141 is applicable to employment performance, the following provisions apply:
- i. Personnel who are employed by the County, whether paid or not, and who are required to perform duties that are funded by WIOA shall have a valid fingerprint clearance card or shall apply for a fingerprint clearance card within (7) seven working days of employment.
  - ii. If a person employed by the County is awaiting trial or has been convicted of any of the offenses listed therein in the State, or of acts committed in another state that would be offenses in this State, or if the person does not possess or is denied issuance of a valid fingerprint clearance card, may not perform any duties that are funded by WIOA.

#### **XXI. COMPLIANCE WITH APPLICABLE LAWS**

- A. Parties shall comply with all applicable laws, ordinances, Executive Orders, rules, regulations, standards, and codes of the Federal, State, and Local governments whether or not specifically referenced herein.
- B. Unless exempt under Federal law, Parties shall comply with Title VII of the Civil Rights Act of 1964, as amended, the Age Discrimination in Employment Act, and State Executive Order No. 75-5, as updated in State Executive Order No. 99-4, which mandates that all persons, regardless of race, color, religion, sex, age, national origin, or political affiliation, shall have equal access to employment opportunities. The Parties shall comply with the Rehabilitation Act of 1973, as amended, which prohibits discrimination in the employment of qualified persons because of physical or mental disability. The Parties shall comply with the requirements of the Fair Labor Standards Act of 1938, as amended.
- C. Parties shall comply with Title VI of the Civil Rights Act of 1964, which prohibits the denial of benefits of, or participation in, contract services on the basis of race, color, or national origin. Both parties shall comply with the requirements of Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination on the basis of disability, in delivering contract services; and with Title II of the Americans with Disabilities Act, and the Arizona Disability Act, which prohibits discrimination on the basis of physical or mental disabilities in the provision of contract programs, services, and activities.

#### **XXII. VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §41-4401 AND FEDERAL IMMIGRATION LAWS AND REGULATIONS**

- A. By entering into the AGREEMENT, the Parties warrants compliance with the Immigration and Nationality Act (INA using e-verify) and all other federal immigration laws and regulations related to the immigration status of its employees and A.R.S. §23-214(A). The Parties shall obtain statements from their subcontractors certifying compliance and

shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the AGREEMENT. The Parties and their subcontractors shall also maintain Employment Eligibility Verification forms (1-9) as required by the Immigration Reform and Control Act of 1986, as amended from time to time, for all employees performing work under the AGREEMENT and verify employee compliance using the E-verify system and shall keep a record of the verification for the duration of the employee's employment or at least three years, whichever is longer. 1-9 forms are available for download at USCIS.GOV.

- B. The County retains the legal right to inspect the Party and subcontractor employee documents performing work under this AGREEMENT to verify compliance with paragraph 23.1.1 of this Section. The Parties and subcontractor shall be given reasonable notice of the County's intent to inspect and shall make the documents available at the time and date specified. Should the County suspect or find that the Parties or any of its subcontractors are not in compliance, the County will consider this a material breach of the AGREEMENT and may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the AGREEMENT for default, and suspension and/or debarment of the Parties. All costs necessary to verify compliance are the responsibility of the Parties.

**XXIII. SEVERABILITY**

- A. If any part of this Agreement is held to be null and/or void, the remaining portion of the Agreement shall not be affected.

**XXIV. DRUG AND ALCOHOL-FREE WORKPLACE**

- A. All Parties to this AGREEMENT certify they will comply with the Drug-Free Workplace Act of 1988, 41 U.S.C. 702 et seq., and 2 CFR § 182 which require that all organizations receiving grants from any Federal agency maintain a drug-free workplace. The recipient shall notify the awarding office if an employee of the recipient is convicted of violating a criminal drug statute. Failure to comply with these requirements may be cause for suspension or debarment under 2 CFR § 180, as adopted by the U.S. Department of Education at 2 CFR § 3485, and the U.S. Department of Labor regulations at 29 CFR § 94.

**XXV. CERTIFICATION REGARDING LOBBYING**

- A. All Parties shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. Section 1352), 29 C.F.R. § 93, and 34 CFR § 82, as well as the requirements in the Uniform Guidance at 2 CFR § 200.450. The Parties shall not lobby federal entities using federal funds and will disclose lobbying activities as required by law and regulations.

**XXVI. BUY AMERICAN PROVISION**

- A. Each Party that receives funds made available under title I WIOA certifies that it will comply with Sections 8301 through 8303 of title 41 of the United States Code (commonly known as the "Buy American Act.") and as referenced in WIOA § 502 and 20 CFR § 683.200(f).

**XXVII. SALARY COMPENSATION AND BONUS LIMITATIONS**

- A. Each Party certifies that, when operating grants funded by the U.S. Department of Labor, it complies with TEGL 05-06, Implementing the Salary and Bonus Limitations in Public Law 109- 234, TEGL 17-15, Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth Activities Program Allotments for Program Year (PY) 2016; and Workforce Information Grants to States Allotments for PY 2016, Public Laws 114-113 (Division H, title I, § 105) and 114-223, and WIOA § 194(15)(A), restricting the use of federal grant funds for compensation and bonuses of an individual, whether charged to either direct or indirect, at a rate in excess of the Federal Office of Personnel Management Executive Level II.

**XXVIII. GOVERNING LAW**

- A. This AGREEMENT will be construed, interpreted, and enforced according to the laws of the State of Arizona. All Parties shall comply with all applicable State laws and regulations, and Local laws to the extent that they are not in conflict with Federal requirements. In the event of a conflict between this Agreement and WIOA, WIOA controls.

**XXIX. ENTIRE AGREEMENT, MODIFICATION, ASSIGNMENT, AND COUNTERPARTS**

- A. This Agreement constitutes the entire understanding between the Parties and supersedes all prior written or oral proposals or Agreements pertaining to the subject matter herein. No modification of this Agreement will be effective unless made in writing and executed by duly authorized representatives of each Party. This Agreement may be executed in multiple counterparts, each of which shall be deemed as original, but all of which, when taken together, shall constitute one and the same instrument.

**XXX. SURVIVAL**

- A. The provisions of this Agreement, which by their very nature would continue beyond termination, or expiration of this Agreement, will continue as valid and enforceable rights and obligations of the Parties and survive termination or expiration of this Agreement.

**XXXI. CONFLICT WAIVER**

- A. The Parties to this Agreement acknowledge that they are aware that the Civil Services Division of the Maricopa County Attorney's Office (Civil Division) may be chosen as the attorney for all of the Parties. The Parties acknowledge that they are aware of a potential conflict of interest, and waive any claim of conflict of interest, which may arise by virtue of Civil Division's representation of another Party to this Agreement.

(Remainder intentionally left blank: Signatures to follow)

IN WITNESS THEREOF, the Parties have signed this Agreement:

Approved By: MARICOPA COUNTY  
WORKFORCE DEVELOPMENT BOARD

Approved By: MARICOPA COUNTY  
Clint Hickman, Chairman, Board of Supervisors


\_\_\_\_\_

\_\_\_\_\_

Date

Date

Approved By: MARICOPA COUNTY HUMAN SERVICES DEPARTMENT  
Jaqueline Edwards, Director



\_\_\_\_\_

Date 11/30/23

Attested to:

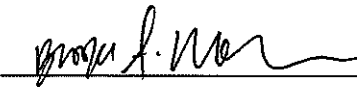
Juanita Garza, Clerk, Board of Supervisors

\_\_\_\_\_

Date

IN ACCORDANCE WITH A.R.S. § 11-952, THIS AGREEMENT HAS BEEN REVIEWED BY THE UNDERSIGNED DEPUTY COUNTY ATTORNEY, AND, IN ACCORDANCE WITH A.R.S. § 11-952, AND HAS DETERMINED THAT THIS AGREEMENT IS PROPER IN FORM AND WITHIN THE POWER AND AUTHORITY GRANTED UNDER THE LAWS OF THE STATE OF ARIZONA.

APPROVED AS TO FORM:



11/17/2023

Deputy County Attorney

Date



# **Consent Agenda.**

## **One-Stop Operator Contract Renewal**



# One Stop Operator Contract Update

# One Stop Operator



Current contact expires **December 31, 2023**

# Recommendation

Recommend approval to renew the OSO contract for an additional 6-months to the Full Board  
(January 1, 2024 – June 31, 2024)



# Next Steps

## Timeline

- **11/16/2023**      **Executive Committee approval to move forward to MCWDB.**
- 12/2023      Full Board Approval.
- 12/2023      Letter of Renewal submitted to Office of Procurement Services (OPS).

# Questions?



# Recommendation

Recommend approval to renew the OSO contract for an additional 6-  
months to the Full Board  
(January 1, 2024 – June 31, 2024)



**Thank You**



**Consent Agenda.**  
**US Department of Labor Monitoring**  
**Report and Response Plan**

# **DOL/ETA Monitoring Report Summary & Response Plan**

**Steve Clark, Executive Director**  
**November 2023**

# DOL/ETA Monitoring Report Summary

## Grants/Programs Reviewed

- ✓ WIOA Titles I and III

## Time Period Covered

- ✓ July 1, 2020 – August 4, 2023

## Purpose

- ✓ Ensure compliance with all laws, regulations, and policies

## Entities Involved

- ✓ ADES/DERS/OEO
- ✓ City of Phoenix BWDB
- ✓ Maricopa County WDB
- ✓ Yuma County WDB

# Findings Summary

## Finding #2 – LWDB’s Noncompliant Sunshine Provision (MC)

- ✓ Awarding of Grants and Contracts

## Corrective Action

- ✓ Ensure compliance with sunshine provision requirement



# Findings Summary

## Finding #3 – Noncompliant Stevens Amendment (MC)

- ✓ Program Flyers (Workshops, various program flyers)

## Corrective Action

- ✓ Include notice of Federal funding
- ✓ Train staff in funding disclosure process/requirements

# Findings Summary

## Finding #4 – Lack of One-Stop Center Assessments & Missing AJC Branding Requirements (MC)

- ✓ No AJC signage on the building or entrance
- ✓ No service provision of Unemployment Insurance (UI)

## Corrective Action

- ✓ Provide the Regional Office with documentation of completed one-stop assessments and certifications
- ✓ EV-Provide signage exterior and front entrances
- ✓ Implement provision of UI

# Findings Summary

## Finding #6 – Noncompliant OSO Procurement (MC)

- ✓ Failed to procure competitive OSO

## Corrective Action

- ✓ Confirm Zero cost solicitations
- ✓ Resubmit fully-compliant bids

# Findings Summary

## Finding #7 – Noncompliant Sub-Award Agreement (MC)

- ✓ Lacked some elements of a sub-award

## Corrective Action

- ✓ Update contracts for sub-recipients (Equus)
- ✓ Update policies and procedures

# Findings Summary

## Finding #10 – ADA Accessibility at One Stops (MC)

- ✓ EV-Front Entry, No Doorbell, Lacks ADA equipment

## Corrective Action

- ✓ Make corrections
- ✓ Ensure accessibility
- ✓ Submit documentation

# Findings Summary

## Finding #11 – Insufficient MOU (MC)

- ✓ No appeal process for impasse

## Corrective Action

- ✓ Update complaint process including appeals
- ✓ Submit for approval

# Promising Practices

1. Innovative Resource Page on Job Market Trends
2. Yuma Parks and Recreation and Arizona@Work

# Next Steps

- **October 25-Collaborated with DES on next steps**
- **October 29-DES responds to DOL**
- **September 2024-Target date to remedy all findings**



# Questions?

**U.S. Department of Labor**

Employment and Training Administration  
San Francisco Regional Office  
90 7<sup>th</sup> Street, Suite 17300  
San Francisco, California 94103



September 29, 2023

Angie Rodgers  
Director  
Arizona Department of Economic Security  
1789 West Jefferson Street  
Phoenix, AZ 85007

Grant Numbers: AA-34755; AA-36307; ES-35329; ES-36741

Dear Ms. Rodgers:

During the period of July 17 - July 28, 2023, the U.S. Department of Labor, Employment and Training Administration (ETA), conducted an onsite and desk monitoring review of your Workforce Innovation and Opportunity Act (WIOA) titles I and III grants. The exit conference was held remotely on August 17, 2023.

The enclosed report outlines the scope of the review and identifies 13 findings and two promising practices. Please respond to the findings within 30 days of receipt to the Regional Office at [R06-RA-SF@dol.gov](mailto:R06-RA-SF@dol.gov) with a copy to the Federal Project Officer, Marian Esver, at [esver.marian@dol.gov](mailto:esver.marian@dol.gov).

I hope that our review was helpful to you and your team. Please express my gratitude to your staff for their assistance in the review. If you have any questions, please contact Ms. Esver at (415) 625-7948 or [esver.marian@dol.gov](mailto:esver.marian@dol.gov) or me at (415) 625-7900.

Sincerely,

Dr. Tamika L. Ledbetter  
Regional Administrator

Enclosure

## EXECUTIVE SUMMARY

ETA's review resulted in 13 compliance findings and two promising practices.

### Findings:

- Finding #1: Noncompliant Rapid Response (RR) System
- Finding #2: Local Workforce Development Boards are Noncompliant with the Sunshine Provision (repeat finding)
- Finding #3: Noncompliance with the Stevens Amendment
- Finding #4: Lack of One-Stop Career Center Certification Assessments for Comprehensive Sites and Missing AJC Branding Requirements
- Finding #5: Noncompliant One-Stop Operating Budget
- Finding #6: Noncompliant One-Stop Operator Procurement
- Finding #7: Noncompliant Subaward Agreement
- Finding #8: Lack of Onsite Monitoring of Subrecipients
- Finding #9: Failure to Follow the Audit Resolution Policy
- Finding #10: Lack of Physical Access Requirements and Accessible ADA Equipment at Some Comprehensive One-Stops
- Finding #11: Insufficient Memorandum of Understanding
- Finding #12: Failure to Obligate Funds Prior to the Recapture
- Finding #13: Lack of Monitoring Statewide Activity Projects (repeat finding)

### Promising Practices:

- Promising Practice #1: Innovative Arizona@Work Resource Page on Job Market Trends
- Promising Practice #2: Creative Partnership Between Yuma Parks and Recreation Department and Arizona@Work

Please note that the review did not cover any areas outside the defined scope. Although no material issues came to the reviewers' attention, there is no assurance that other issues may not exist.

## SCOPE OF REVIEW

### Dates of Review:

July 17, 2021 – August 4, 2023

### Exit Date:

August 17, 2023

### Sites Visited (Virtually and/or In-Person):

- Arizona Department of Economic Security (ADES), Division of Employment and Rehabilitation Services (DERS)
- Office of Economic Opportunity – Workforce Arizona Council
- City of Phoenix-South (comprehensive) Arizona@Work Career One-Stop Center
- Phoenix Business and Workforce Development Board

- Maricopa East and West (comprehensive) Arizona@Work Career One-Stops
- Maricopa County Workforce Development Board
- Yuma (comprehensive) Arizona@Work Career One-Stop Center
- Yuma County Local Workforce Development Board

**ETA Reviewers:**

- Marian Esver, Federal Project Officer, Division of Workforce Investment
- Latha Seshadri, Federal Project Officer, Division of Workforce Investment
- Frances Stokes, Workforce Analyst, Office of Workforce Investment
- Lorraine Jamison, Chief, Division of Financial Management and Administrative Services
- Monique Henderson, Accountant, Division of Financial Management and Administrative

**Attendees at Exit Conference:**

ADES/DERS

- Aaron Johnson, Fiscal Compliance Manager
- Adam Muntian, Policy Unit Manager
- Ali Gamero-Hernandez, Policy Administrator
- Anna Hunter, Assistant Director
- Chevera Trillo, Workforce Development Administrator
- Claryssa Detrick, Financial Services Budget, and Finance Manager
- David Almaraz, Acting Finance and Business Operations Administrator
- Gustin Wallin, Employment Services Manager
- Jacqueline Butera, Quality Assurance and Integrity Administrator
- Jelensky Irons, Deputy Administrator
- Jessica Miner, Audit Coordinator
- Joann Bueno, Regional Program Manager, Registered Apprenticeship Office
- John Diemer, Local Veterans Employment Representative
- Julia Maciel, Management Analyst
- Kelly Hart, DERS Senior Advisor
- Luke Bethany, Financial Services
- Lynn Larson, Deputy Assistant Director
- Nancy Meeden, Senior Workforce Policy Manager
- Nicole Schnakenberg, State Rapid Response Coordinator
- Rachael Leisen, Finance Strategy Manager
- Sara Agostinho, Program Administrator
- Tom Colombo, Deputy Assistant Director

Local Area and State Representatives

- Beverly Wilson, State Director of Adult Education, Arizona Department of Education
- LaSetta Hogans, Executive Director, City of Phoenix Business and Workforce Development Board
- Nidia Herrera, Executive Director, Yuma County
- Nicole Forbes, Fiscal Manager, Maricopa County
- Nancy Avina, Management Analyst, Maricopa County
- Tina Luke, Program Manager, Maricopa County Human Services Department

Office of Economic Opportunity

- Kennedy S. Riley, Workforce Performance Manager
- Mingyu Yang, Economist
- Stacey Faulkner, Workforce Administrator

ETA

- Latha Seshadri, Federal Project Officer
- Lorraine Jamison, Chief, Division of Financial Management and Administrative Services
- Marian Esver, Federal Project Officer
- Monique Henderson, Accountant

**Purpose:**

The purpose of the review was to determine if the grants/programs are operating in compliance with all applicable Federal laws, regulations, policies, and other grants management requirements; provide and identify technical assistance; and identify promising practices.

**Grants/Programs Reviewed:**

WIOA titles I and III

**Time Period Covered:**

July 1, 2020 – August 4, 2023

**Tools used to Conduct Review:**

ETA Core Monitoring Guide (2018)

## FINDINGS

**Finding #1: Noncompliant Rapid Response (RR) System**

**Indicator:** 1.a.1 Strategic Planning

The state is not in compliance with adhering to some of the provisions in their RR policy, as identified below:

- The state did not have a tracking system of activities/services performed. No reports were developed to demonstrate data collection on performance and resources expended from the LWDBs.
- There was no mechanism in place for LWDBs to request RR funds; the request for reimbursable costs directive was not issued until June, 2023. The LWDBs expended Dislocated Worker funds on RR activities.
- No monitoring has been performed by DERS.
- The Arizona@Work webpage featuring the *Workforce Reduction Support-Rapid Response Services/Find Local Coordinators* is not functional for public viewing.

Additionally, the state's RR allocation to the LWDBs, fund utilization, tracking of RR activities and expenditures, and financial reporting is inconsistent and inconclusive. Based on

conversations with the ADES, they are in the process of reconciling their fund utilization towards RR activities at the state and local level.

The state's Workforce Innovation and Opportunity Act Policy Manual, Chapter 2, Section 900 lays out the RR policy provisions. The RR policy includes guidance on the state's assistance to local workforce development boards (LWDBs); the process of accessing RR funds needed to address workforce dislocation events in their local workforce development area (LWDA); and the provision of a required monthly report to the local RR coordinators on all RR activities using the data provided by the state's system of record as well as managing a public-facing dashboard and an internal dashboard. The state's policy also requires RR resources be available to proactively support employers and mitigate potential layoffs or closings, as applicable. When WIOA title I Dislocated Worker formula funds are insufficient to assist dislocation events, LWDBs may request state RR funds, and DERS will monitor the state, LWDBs, and all service providers.

20 CFR § 682.310(b) requires that, "States must establish and maintain a rapid response unit to carry out statewide rapid response activities and to oversee rapid response activities undertaken by a designated state entity, Local WDB, or the chief elected officials for affected local areas, as provided under WIOA sec. 134(a)(2)(A)(i)(I)."

20 CFR § 682.330(g)(3) requires rapid response activities include, "...developing systems and processes...[for] tracking outcome and performance data and information related to the activities of the rapid response program."

The state's RR Policy, Section 905, 01.E.2 states that the state RR coordinator and team will coordinate and assist LWDBs with the process of accessing RR funds needed to address a dislocation event in their LWDA. Section 905, 01.E.4 describes the provision of a monthly report to the local RR coordinators on all RR activities using the data provided by the state's system of record, as well as manage a public facing dashboard and an internal dashboard (905, 01.F).

RR Policy section 906.01 states that ADES must make RR resources available to proactively support employers and mitigate potential layoffs or closings, as applicable.

RR Policy section 911, "LWDB Request for RR Funding," describes the provisions of allowable RR activities and when WIOA title I Dislocated Worker formula funds are insufficient to assist dislocation events, LWDBs may request state RR funds.

RR Policy Section 912 describes that DERS will monitor the state, LWDBs, and all service providers.

**Corrective Action:** To resolve this finding:

1. ADES must, for PY 2022 and beyond, develop a tracking system to include activities and services performed and demonstrate data collection on performance and resources expended from the LWDBs.

2. DERS must develop a monitoring plan to include monitoring activities of ADES, LWDBs, and service providers (as appropriate).
3. ADES must make functional the Arizona@Work webpage featuring the Workforce Reduction Support-Rapid Response Services/Find Local Coordinators option.
4. The state must submit accurate and reconciled financial reports in the quarter ending September 30, 2023. All submitted financial reports will be reviewed and analyzed by the ETA Regional Office.
5. The state must provide assurance that staff have been trained in their RR policy and it is being followed.

**Finding #2: Local Workforce Development Boards are Noncompliant with the Sunshine Provision (repeat finding)**

**Indicator:** 1.a.3 Coordination and Integration

After LWDB websites were reviewed, the reviewers noted that City of Phoenix, Maricopa, and Yuma LWDBs were noncompliant with the WIOA sunshine provision. WIOA requires that LWDBs conduct business in an open manner, as described in the “sunshine provision.” The state has provided official guidance, technical assistance, and a location (Arizona@Work website) for this.

LWDB	Missing Required Information
City of Phoenix	<ul style="list-style-type: none"> <li>• Information about the Local Plan, including modifications, before it has been submitted;</li> <li>• A list that includes affiliations (employment organization) of all LWDB members;</li> <li>• Selection of the One-Stop Operator; and</li> <li>• Award of grants and contracts to eligible training providers of workforce investment activities, including providers of youth workforce investment activities.</li> </ul>
Maricopa County	<ul style="list-style-type: none"> <li>• Information about the Local Plan, including modifications, before it has been submitted;</li> <li>• A list that includes affiliations (employment organization) of all LWDB members; and</li> <li>• Award of grants and contracts to eligible training providers of workforce investment activities, including providers of youth workforce investment activities.</li> </ul>
Yuma County	<ul style="list-style-type: none"> <li>• Information about the Local Plan, including modifications, before it has been submitted;</li> <li>• Selection of the One-Stop Operator; and</li> <li>• Award of grants and contracts to eligible training providers of workforce investment activities, including providers of youth workforce investment activities.</li> </ul>

The state has provided guidance on this requirement, but some LWDBs have not complied with posting all required activities available to the public.

WIOA section 107(e), 20 CFR 679.390(a)-(f), and Workforce Arizona Council WIOA Local Board Governance Policy 01-2023, section IX, describe requirements for LWDBs to conduct business in an open manner by making available to the public on a regular basis through electronic means and open meetings, information about the activities of the LWDB.

**Corrective Action:** To resolve this finding, the state must provide assurance that all 12 LWDBs are in compliance with the sunshine provision requirement, which requires conducting business in an open manner, making available to the public, on a regular basis through electronic means and open meetings, information about the activities of the LWDB. These include:

- Information about the Local Plan before submission of the plan;
- A list and affiliations of LWDB members;
- Selection of the One-Stop Operators;
- Award of grants for contracts to eligible training providers of workforce investment activities, including providers of youth workforce investment activities; and
- Minutes of all formal meetings of the LWDB and LWDB bylaws, including all elements listed in 679.310(g).

**Finding #3: Noncompliance with the Stevens Amendment**

- Indicators:** 1.a.1 Strategic Planning  
 1.b.2 Participant Recruitment Activities

The following public announcements did not contain the required acknowledgement statement regarding the use of Federal funds:

City of Phoenix	Program brochure: <i>Pathways to Success</i> Program flyers: <i>Hiring Event; References and Resources; and Membership Benefits</i>
Maricopa County	Program flyers: <i>Career Development Workshops; Adult &amp; Dislocated Worker and Youth Services; Workforce Development Apprenticeship; Business Services; and Smart Justice</i>
Yuma County	Program flyers: <i>Need Help Finding a Job?; Youth-Earn While You Learn; and Getting Started-4 Steps to Complete</i>

The City of Phoenix, Maricopa County, and Yuma County inadvertently omitted the required Federal funding disclosure information.

The Stevens Amendment (P.L. 116-260, Division H, Title V, Section 505), as reiterated in the Grant Agreement, Section 14.a, Fiscal Year 2021 Federal Appropriations Requirements, Page 25, requires:



*When issuing statements, press releases, requests for proposals, bid solicitations, and other documents describing projects or programs funded in whole or in part with Federal money, all non-Federal entities receiving Federal funds shall clearly state:*

- (1) The percentage of the total costs of the program or project which will be financed with Federal money;*
- (2) The dollar amount of Federal funds for the project or program; and*
- (3) The percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources.*

**Corrective Action:** To resolve this finding, the City of Phoenix, Maricopa County, and Yuma County must submit revised public-facing materials identified above with the required notice of Federal funding to the Regional Office. Also, all LWDBs must ensure that staff receive training on the required Federal funding disclosure information and submit evidence of the training to the Regional Office. This will allow the public to be aware of the amount and percentage of Federal funding invested in the grant programs.

#### **Finding #4: Lack of One-Stop Carer Center Certification Assessments for Comprehensive Sites and Missing AJC Branding Requirements**

**Indicator:** 1.a.2 Service Design

There was no verification that one-stop assessments or certifications of one-stops centers were conducted of all 12 LWDBs. When ETA reviewers visited the East Valley Comprehensive One-Stop Center (American Job Center (AJC)), there was no AJC signage on the building or on the front entrance of the one-stop center. In addition, there is no service provision of Unemployment Insurance (UI) (no dedicated phone directly connected to UI services).

LWDBs must assess at least once every three years the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers and the one-stop delivery systems using the criteria and procedures developed by the state WDB and must certify one-stop centers to be eligible to use infrastructure funds in the state funding mechanism. To meet certification criteria, one-stop centers must include all required partner services to be available to customers. In addition, one-stop centers and affiliates must fulfill WIOA branding requirements for signage, brochures, hand-outs, etc.

The state WDB, Workforce Arizona Council (WAC), did not carry out all elements of the certification process to ensure comprehensive and affiliate sites comply with key WIOA requirements.

WIOA Section 121(g) and 20 CFR §678.800(d) require that the LWDB assess the effectiveness, physical and programmatic accessibility, and continuous improvement of each AJC/one-stop delivery system using the certificate criteria established by the state WDB at least once every three years.

Workforce Arizona Council Certification of ARIZONA@WORK Job Center Policy 05 2023 establishes a statewide objective criterion for use by the LWDBs to certify the ARIZONA@WORK Job Centers. LWDBs will complete the certification assessment tool and submit a letter signed by the LWDB Chair and Executive Director certifying their comprehensive and affiliate sites to the WAC. The following requirements will be outlined in the assessment:

1. Physical accessibility;
2. Programmatic accessibility;
3. Career services;
4. Business services;
5. Employment and training;
6. Youth measures; and
7. Continuous improvement.

**Corrective Action:** To resolve this finding, the following actions must be completed:

1. The WAC must ensure that all LWDBs comply with its Certification of ARIZONA@WORK Job Center Policy by providing the Regional Office with documentation of completed one-stop assessments and certifications issued to the 12 LWDBs.
2. The Maricopa LWDB must ensure the following is accomplished at the East Valley AJC:
  - a. Provide AJC signage around the exterior entrance of the building and around the front entrance area of the AJC; and
  - b. Implement the provision of Unemployment Insurance (UI) service.

### **Finding #5: Noncompliant One-Stop Operating Budget**

**Indicator:** 2.b.1 Budget Controls

The one-stop operating budget located within the memorandum of understanding (MOU) for Yuma LWDB was noncompliant in that it did not identify career services costs. Yuma LWDB did not follow instructions provided by ADES to identify career service costs.

Training and Employment Guidance Letter (TEGL) No. 17-16 states, “The one-stop operating budget may be considered the master budget that contains a set of individual budgets or components that consist of costs that are specifically identified in the statute: infrastructure costs, defined in WIOA sec. 121(h)(4); and additional costs, which must include applicable career services and may include shared operating costs and shared services that are related to the operation of the one-stop delivery system but do not constitute infrastructure costs. These additional costs are described in WIOA sec. 121(i).”

Additionally, 20 CFR 678.760 describes the other shared costs under the MOU. These additional costs relating to the operation of the one-stop delivery system must include applicable career services and may include other costs, including shared services. Any shared costs agreed upon by the one-stop partners must be included in the MOU.

**Corrective Action:** To resolve this finding, the ADES must ensure that Yuma LWDB provides to the Regional Office a copy of the fully compliant Infrastructure Funding Agreement for Yuma LWDB.

### **Finding # 6: Noncompliant One-Stop Operator Procurement**

**Indicator:** 2.d.1 Procurement Standards

Yuma, Maricopa County, and the City of Phoenix have not successfully or compliantly procured a one-stop operator (OSO). The local areas issued zero-dollar solicitations, which failed to procure an OSO competitively.

Yuma, Maricopa County, and City of Phoenix staff were unaware that a zero-dollar solicitation limited competition due to a lack of guidance and understanding of WIOA rules and regulations.

20 CFR 678.605(a) states, in part, “Consistent with paragraphs (b) and (c) of this section, the Local WDB must select the one-stop operator through a competitive process, as required by sec. 121(d)(2)(A) of WIOA, at least once every 4 years.”

The Uniform Guidance at 2 CFR 200.319(a) further indicates, “All procurement transactions for the acquisition of property or services required under a Federal award must be conducted in a manner providing full and open competition consistent with the standards of this section and § 200.320.”

Further, TEGL 15-16, *Competitive Selection of One-Stop Operators*, states in section 8.B.v “Transparency and Responsibility” that, “The entire procurement process must be performed under a process that promotes transparency and responsibility from the planning phase to the closeout phase.”

**Corrective Action:** To resolve this finding, the state must:

1. Ensure that Yuma, Maricopa County, and the City of Phoenix LWDBs develop and submit to the Regional Office for review an updated OSO procurement policy and procedure showing steps that will be taken to confirm future solicitations are not issued at zero cost.
2. Ensure that, at the end of the current one-year contracts, Maricopa County, City of Phoenix, and Yuma resubmit bids with fully compliant OSO Requests for Proposals (RFPs) ending 12/31/2023, 3/19/2024, and 6/30/2024, respectively. Additionally, the state must submit to the Regional Office for review a copy of the revised OSO RFP, all bids received along with their evaluations, and the executed OSO contract, once it is in place.

## **Finding # 7: Noncompliant Subaward Agreement**

### **Indicator:** 2.f.3 Post Subaward Responsibilities

Maricopa County's contracts with its subrecipients, Arbor Education and Training doing business as (dba) Equus and DK Advocates, Inc., lacked some elements of a subaward. Specifically, the subrecipient agreements were missing the Unique Entity Identifier, Federal Award Identification Number (FAIN), Federal Award Date, subaward budget period start and end date, and amount of funds obligated. The noncompliance was due to Maricopa County's lack of guidance and understanding of the requirements for pass-through entities.

2 CFR 200.332 (a)(1) states that, "All pass-through entities must: (a) Ensure that every subaward is clearly identified to the subrecipient as a subaward and includes the following information at the time of the subaward and if any of these data elements change, include the changes in subsequent subaward modification. When some of this information is not available, the pass-through entity must provide the best information available to describe the Federal award and subaward. Required information includes:

(1) Federal award identification.

- (i) Subrecipient name (which must match the name associated with its unique entity identifier);
- (ii) Subrecipient's unique entity identifier;
- (iii) Federal Award Identification Number (FAIN);
- (iv) Federal award date (see the definition of *Federal award date* in § 200.1 of this part) of award to the recipient by the Federal agency;
- (v) Subaward period of performance start and end date;
- (vi) Subaward budget period start and end date;
- (vii) Amount of Federal funds obligated by this action by the pass-through entity to the subrecipient;
- (viii) Total amount of Federal funds obligated to the subrecipient by the pass-through entity including the current financial obligation;
- (ix) Total amount of the Federal award committed to the subrecipient by the pass-through entity;
- (x) Federal award project description, as required to be responsive to the Federal Funding Accountability and Transparency Act (FFATA);
- (xi) Name of Federal awarding agency, pass-through entity, and contact information for awarding official of the pass-through entity;
- (xii) Assistance Listings number and title; the pass-through entity must identify the dollar amount made available under each Federal award and the Assistance Listings number at time of disbursement;
- (xiii) Identification of whether the award is R&D; and
- (xiv) Indirect cost rate for the Federal award (including if the de minimis rate is charged) per § 200.414.

**Corrective Action:** To resolve this finding, the state must submit to the Regional Office updated and fully compliant contracts for Maricopa County's subrecipients, Arbor Education and Training dba Equus and DK Advocates, Inc. In addition, the state must ensure that this

requirement is included in Maricopa County's policies and procedures and provide technical assistance on the requirements for pass-through entities for all its LWDBs.

### **Finding #8: Lack of Onsite Monitoring of Subrecipients**

#### **Indicator:** 2.f.4 Subrecipient Monitoring

The state has not conducted formal onsite monitoring of the LWDBs. The noncompliance was due to the state's lack of understanding of the updated coronavirus guidance.

WIOA Section 184(a)(4) states, "Monitoring – Each governor of a state shall conduct on an annual basis onsite monitoring of each local area within the state to ensure compliance with the uniform administrative requirements referred to in paragraph (3)."

The administrative provisions under title I of WIOA state at 20 CFR 683.410(b)(2)(i), "The state monitoring system must provide for annual onsite monitoring reviews of local areas' compliance with 2 CFR part 200, as required by sec. 184(a)(3) of WIOA."

ETA further addressed this in the Covid-19 frequently asked questions:

*Q30: Can grant recipients continue to manage fiscal monitoring of sub-recipients remotely?*

*Response: Monitoring and oversight can take many forms and may include remote or desk monitoring. The transmission of PII data may be done through encrypted email or cloud services, with the appropriate protections to prevent inappropriate disclosure.*

*2023 Update – Revised Response: Monitoring and oversight can take many forms and may include remote or desk monitoring. The transmission of PII data may be done through encrypted email or cloud services, with the appropriate protections to prevent inappropriate disclosure. If programs have a statutory or regulatory requirement to conduct onsite monitoring, steps must be in place to perform the function in accordance with the requirements. This response is in effect on May 11, 2023, and remains in effect until otherwise noted.*

**Corrective Action:** To resolve this finding, the state must return to onsite monitoring of its subrecipients, implement a monitoring schedule, and maintain a written record of the reviews and associated findings, corrective actions, and resolutions. The state must submit to the Regional Office a copy of the implemented onsite monitoring schedule.

### **Finding #9: Failure to Follow the Audit Resolution Policy**

#### **Indicator:** 2.f.4 Subrecipient Monitoring

The state of Arizona did not follow its own audit resolution policy, which states, "It is the responsibility of the WIOA Fiscal Unit to follow-up on all findings and monitor the resolution process of the grant recipient...deadline dates for all resolutions will be set for six months from the date the Management Decision Letter is issued."

The City of Phoenix (COP) was issued a findings letter from ADES dated 3/22/2022 that addressed the questioned costs of the Arizona Call a Teen Youth Resources, COP's youth service provider. According to an email from COP to ADES dated 4/11/2022, those costs were disallowed. However, to date, the disallowed costs have not been remitted to ADES.

The administrative provisions under title I of WIOA state at 20 CFR 683.410(b)(4) that "the governor must require that prompt corrective action be taken if any substantial violation of standards identified in paragraph (b)(2) or (3) of this section is found."

**Corrective action:** To resolve this finding, the state must provide the following evidence to the Regional Office:

1. Proof that payment has been remitted from COP to ADES. This part of the finding has been corrected.
2. A copy of the cover letter requested from COP detailing the amount returned and to which programs/grant years it applies. Depending upon the grant year to which it applies, the disallowed costs may be required to be returned to the Department of Labor.

### **Finding #10: Lack of Physical Access Requirements and Accessible ADA Equipment at Some Comprehensive One-Stops**

**Indicator:** 2.i.3 Facilities

The reviewers noted the following accessibility issues:

- The Yuma County One-Stop Career Center (AJC) entrance and exit doors do not provide enhanced physical accessibility. The AJC does not have a doorbell nor an accessibility device for automatic door entry.
- The Maricopa East Valley One-Stop Career Center (AJC) entrance does not meet physical access requirements by not providing ADA compliant front entry access to individuals with physical impairments.
- The Maricopa East Valley One-Stop Career Center (AJC) does not have functional accessibility to ADA equipment to provide accommodations for individuals who have communication challenges, such as individuals who are deaf or hard of hearing, individuals with vision impairments, and individuals with speech-language impairments.

The Yuma County LWDB executive director acknowledged that the LWDB has funds to cover the enhanced accessibility of the entrance and exit doors but has not established a plan to address the enhancement. The Maricopa LWDB lacks a plan to address concerns raised by staff that the East Valley front door entrance is not ADA compliant and lacks a strategy to make functional the ADA equipment to accommodate individuals with communication challenges.

Titles II and III of the Americans with Disabilities Act (ADA) requires public accommodations to remove barriers in existing buildings where it is easy to do so without much difficulty or expense; it also directs businesses to make "reasonable modifications" to their usual ways of doing things when serving people with disabilities. 29 CFR Part 38 requires facilities for workforce programs ensure and enhance access to the system for people with disabilities.

The ADA and WIOA sec. 188 (“Nondiscrimination”) require that services and information about services to be accessible to individuals with disabilities.

WIOA Sec. 107(d)(13) requires that, “The local board shall annually assess the physical and programmatic accessibility, in accordance with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 USC 12101 et seq), of all one-stop centers in the local area.”

Titles II and II of the ADA require public entities (including state and local governments) and private entities (including businesses and nonprofit organizations that serve the public) to provide auxiliary aids and services to make sure that individuals with speech, hearing, and vision disabilities can understand what is said or written and can communicate effectively.

WIOA’s implementing regulations address accessibility requirements and protections for individuals with disabilities at 29 CFR 38.5 and 38.12-17.

**Corrective Action:** To resolve this finding, the state must submit documentation to the Regional Office verifying that the below actions are completed, ensuring equal access to services through reasonable accommodations and physical and technological accessibility at the identified One-Stop Centers:

- The Yuma County One-Stop Career Center (AJC) entrance and exit doors have a doorbell or an accessibility device for automatic door entry.
- The Maricopa East Valley One-Stop Career Center (AJC) has established and met ADA compliant access requirements for its front entrance.
- The Maricopa East Valley One-Stop Career Center (AJC) has functional accessibility to ADA equipment to provide accommodations for individuals who have communication challenges, such as individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments.

### **Finding #11: Insufficient Memorandum of Understanding**

**Indicator:** 3.a.1 Effectiveness and Efficiency of Operations

The appeal process contained in the MOU between Maricopa County and their respective one-stop partners did not include what happens at the state level during an impasse, including the use of the state funding mechanism. The noncompliance was due to Maricopa County’s failure to adhere to the MOU training provided by ADES.

20 CFR 678.510(c)(1) states, “The local WDB must report to the state WDB, governor, and relevant state agency when MOU negotiations with one-stop partners have reached an impasse. The Local WDB and partners must document the negotiations and efforts that have taken place in the MOU. The state WDB, one-stop partner programs, and the governor may consult with the appropriate Federal agencies to address impasse situations related to issues other than infrastructure funding after attempting to address the impasse. Impasses related to infrastructure

cost funding must be resolved using the state infrastructure cost funding mechanism described in 20 CFR 678.730.”

20 CFR 678.730(a) states, “Consistent with sec. 121(h)(1)(A)(i)(II) of WIOA, if the local WDB, chief elected official, and one-stop partners in a local area do not reach a consensus agreement on methods of sufficiently funding the costs of infrastructure of one-stop centers for a program year, the state funding mechanism is applicable to the local area for that program year.”

Additionally, 20 CFR 678.755 covers the required elements regarding infrastructure funding that must be a part of the one-stop MOU, including, in part (e), “[A] description of the process to be used among partners to resolve issues during the MOU duration period when consensus cannot be reached.”

**Corrective Action:** To resolve this finding, ADES must provide the Regional Office with the updated compliant MOU for Maricopa County, inclusive of the complete appeal process.

### **Finding #12: Failure to Obligate Funds Prior to the Recapture**

**Indicator:** 3.a.1 Effectiveness and Efficiency of Operations

The state of Arizona did not properly obligate rapid response dollars in accordance with the applicable Federal regulation. Neither the state of Arizona’s rapid response policy nor their funding allocation policy addresses that 80 percent of rapid response dollars must be obligated by the second quarter of the program year to avoid recapture. The policy only reflects that 25 percent is held at the state level. As a result, the state of Arizona could not provide contracts or demonstrate that funds were obligated at the local level prior to the recapture requirement.

The WIOA Regulations at 20 CFR 683.135 (a)state, “The Secretary determines, during the second quarter of each program year, whether a state has obligated its required level of at least 80 percent of the funds allotted under secs. 127 and 132 of WIOA for programs serving youth, adults, and dislocated workers for the prior program year, as separately determined for each of the three funding streams. The amount to be recaptured from each state for reallocation, if any, is based on state obligations of the funds allotted to each state under secs. 127 and 132 of WIOA for programs serving youth, adults, or dislocated workers, less any amount reserved (up to five percent at the state level) for the costs of administration. The recapture amount, if any, is separately determined for each funding stream.”

**Corrective Action:** To resolve this finding, the state must:

1. Update their policy and procedures to reflect all rapid response requirements.
2. Return the unobligated and misappropriated dollars from Program Year (PY) 2020/Fiscal Year (FY) 2021 and PY 2021/FY 2022, as recorded on the ETA-9130 Financial Reports dated 6/30/2021 and 6/30/2022, amounting to \$9,997,860 and \$9,021,988.48, to the United States Treasury.



**Finding #13: Lack of Monitoring Statewide Activity Projects (repeat finding)****Indicator:** 2.f.4 Subrecipient Monitoring

The state did not conduct program monitoring of the Governor's Office awards to subrecipients. ADES has two interagency service agreements (ISAs) with the Governor's Office to implement statewide activities and projects. The ISA for PY 2020 has a contracted amount for \$10,554,990 awarded to five subrecipients. The PY 2021 ISA has a contracted amount for \$9,564,655 awarded to eight subrecipients. When serving as a pass-through entity, the Governor's Office must perform oversight responsibilities, including the monitoring of subrecipients to ensure Federal funds are used for authorized purposes.

ADES stated that the Governor's Office does not conduct onsite monitoring for each of their subrecipients every year; however, they have procedures for conducting risk management and completing evaluations of each subrecipient. Currently, the Governor's Office is working on putting the documentation together regarding monitoring reports for each of the subrecipients.

The Uniform Guidance at 2 CFR 200.332 (d) requires, in part, that "All pass-through entities must monitor the activities of the subrecipient as necessary to ensure that the subaward is used for authorized purposes, in compliance with Federal statutes, regulations, and the terms and conditions of the subaward; and that sub-award performance goals are achieved...."

**Corrective Action:** To resolve this finding, ADES must submit to the Regional Office a program monitoring plan that identifies the monitoring the Governor's Office will conduct of subrecipients. The plan should include a monitoring schedule of projected dates and copies of monitoring reports that have been issued.

**PROMISING PRACTICES**

*The practices described below are noted for the record to provide a fuller picture of grant activities. Their inclusion here constitutes neither a specific endorsement nor a recommendation for future funding.*

**Promising Practice #1: Innovative Arizona@Work Resource Page on Job Market Trends**

The Arizona@Work resource page on job market trends has easy access to in-demand jobs and trends with wage and employment information for key industries and occupations from around the state: <https://arizonaatwork.com/job-market-trends/demand-jobs>.

The interactive tool allows for review of wages by occupation, exploration of industry trends, analyzing e-data by region, and tools to plan for a career. The Office of Economic Opportunity used data visualization software to improve and expand the products offered on its website. The data visualization tools allow web users to create data tables and charts from customizable filter selections including geography, time, and type, to name a few.

**Promising Practice #2: Creative Partnership Between Yuma Parks and Recreation Department and Arizona@Work**

The Yuma Parks and Recreation Department's Art and Culture Division partners with Arizona@Work to provide summer mural programs. For over 26 years, 28 murals across Yuma have been produced. During this summer, WIOA Youth participants engaged in a five-week program where they initially immersed in "art boot camp" to learn intensive art foundation techniques from color theory to shading. During the remainder of the program, a mural was created entitled, "Welcome to Carver Park." The mural project empowers the youth with skills such as time management, public speaking, art essentials, and community engagement.



# **Consent Agenda.**

## **MCWDB 1<sup>st</sup> Quarter Report**

# MCWDB FY24 QUARTERLY REPORT



Program Year 2023

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1st Quarter

July - September 2023

# Summary of Progress on Goals

During the 1st Quarter (July - September 2023), the Maricopa County Workforce Development Board (MCWDB) continued to clarify progress toward goals and closely monitor requirements to ensure compliance with the Workforce Innovation and Opportunity Act (WIOA) and the Department of Labor. The MCWDB, in partnership with the Chief Elected Official's liaison and the State of Arizona, has been successfully establishing procedures and timelines to ensure full compliance with WIOA and provide the best value-added services to the constituents of Maricopa County. During this quarter, the following highlights were completed:

- Participated in US Department of Labor Monitoring of the Maricopa County WIOA program;
- MCWDB continues to receive a Department of Economic Security (DES) review with "no findings" for the required quarterly WIOA Title I-A Governance submissions;
- MCWDB staff diligently worked on the renewal of the Shared Governance Agreement (SGA) receiving MCWDB Full Board and Maricopa County Board of Supervisors approval;
- MCWDB staff organized and hosted the Healthcare Apprenticeship Accelerator 2.0, with nearly 100 in attendance, including healthcare industries, community colleges, and workforce-driven community partners;
- Successfully transitioned the oversight of the Eligible Training Providers List (ETPL) program to the Maricopa County Workforce Development Board.

## MCWDB Goals

- Create a High-Quality Workforce Development System
- Build Brand Awareness of Workforce Development to Increase Utilization
- Implement Regional Workforce Entity
- Build a Self-Sustaining System of Workforce Development
- Design and Utilize Performance-Based Metrics that Ensure Capacity Management and Improve System Outcome



# Actions on MCWDB Required Roles



2023 AHAA 2.0! Arizona Healthcare Apprenticeship Accelerator: Jordan Utley, Director of Education with Pima Medical Institute, Joy Jamerson, Registered Apprenticeship Program Manager with H-CAP, Jordan Dodeward, Career Pathway and Apprenticeship Strategist with Maricopa County Workforce Development Board, Joann Bueno, Interim State Apprenticeship Director with the Arizona Apprenticeship Office, and Jennifer Kolb, National Director of Workforce Development with MedCerts.

## Strategic Functions

- 01 Monthly MCWDB budget financial reviews with the MCWDB Fiscal Agent to ensure open communication and proper management of MCWDB funds.
- 02 Continued collaboration with regional partners, including monthly meetings with the City of Phoenix and Pinal County, the creation of the Regional Workforce Initiatives Committee, and the Central Arizona Workforce Forum in September 2024.
- 03 Continued 6-month review and oversight of Memorandum of Understanding - Infrastructure Funding Agreement.
- 04 Continued work with the MCWDB Board and partners to identify areas of improvement for employers and job seekers, as identified in the 2022 Strategic Plan.
- 05 Continued collaboration with postsecondary education and associated partners to identify career pathways by aligning occupational training in the targeted occupations and in-demand industries. As an example of this collaboration, MCWDB staff and community partners held the Healthcare Apprenticeship Accelerator 2.0 event this quarter. MCWDB staff are planning the Technology Apprenticeship Accelerator on November 15, 2023.
- 06 Continued collaboration with all workforce development local area stakeholders to ensure compliance.

## System Capacity Building

- 01 Regular engagement with community stakeholders and key partners to actualize the Board's vision of creating a best-in-class workforce system.
- 02 Engagement with the National Association for Workforce Boards by attending their 2023 Forum to identify best practices and trends for areas of improvement.
- 03 Ongoing efforts to solicit and refer potential Board member candidates to the Board of Supervisors Liaison based on vacancies and needs of the MCWDB.





## System Alignment & Effective Operations

Continued meetings with Board of Supervisors' Liaison, Administrative Entity, and Career Service provider to ensure system and program oversight, alignment, and open and transparent communication.

## One-Stop Operator Quarterly Progress

Continues to provide daily assistance for clients at the Maricopa County [ARIZONA@WORK](#) career centers.

## MCWDB Policies

No policies were renewed at this time, as the MCWDB major policies were recently approved during FY23 - 1st Quarter. Policies will continue to be reviewed on a regular basis, as part of the MCWDB best-in-class practices.

## Anticipated Activities

This program year, the MCWDB, with support from their staff, will focus on carrying out the goals and strategies within the 2022 Strategic Plan, continue measuring the outcome and performance of the local area to ensure resources are being maximized, pursuing regional and collaborative opportunities, and identifying innovative ideas in workforce development. All while ensuring compliance of the WIOA and the 13 required functions of the MCWDB.

MCWDB Activities include, but are not limited to:

- Board Training & Engagement
- Continued Policy Review as Needed
- Carrying out the 2022 Strategic Plan Goals and Strategies
- Regional Collaborative Opportunities
- Innovation in Workforce Development
- In-Demand Industry Focus

**2023 Technology Apprenticeship Accelerator**

Sponsored by *Apprentice Now* and *ARIZONA@WORK*

📅 November 15, 2023 10:00 am 📍 Virtual, Zoom

Learn how a Registered Apprenticeship Program can help with your Technology workforce needs: retention, recruitment, training, and return on investment! Hear from industry experts on how to register, integrate, recruit, and fund candidates for a Technology Registered Apprenticeship Program.

**REGISTER NOW** ➔

apprentice now | ARIZONA@WORK MARICOPA COUNTY  
A proud partner of the americanJobcenter network

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Talent Moves You Forward \*\*\*



# **Consent Agenda.**

## **Title IB 1<sup>st</sup> Quarter Report**



November 2023

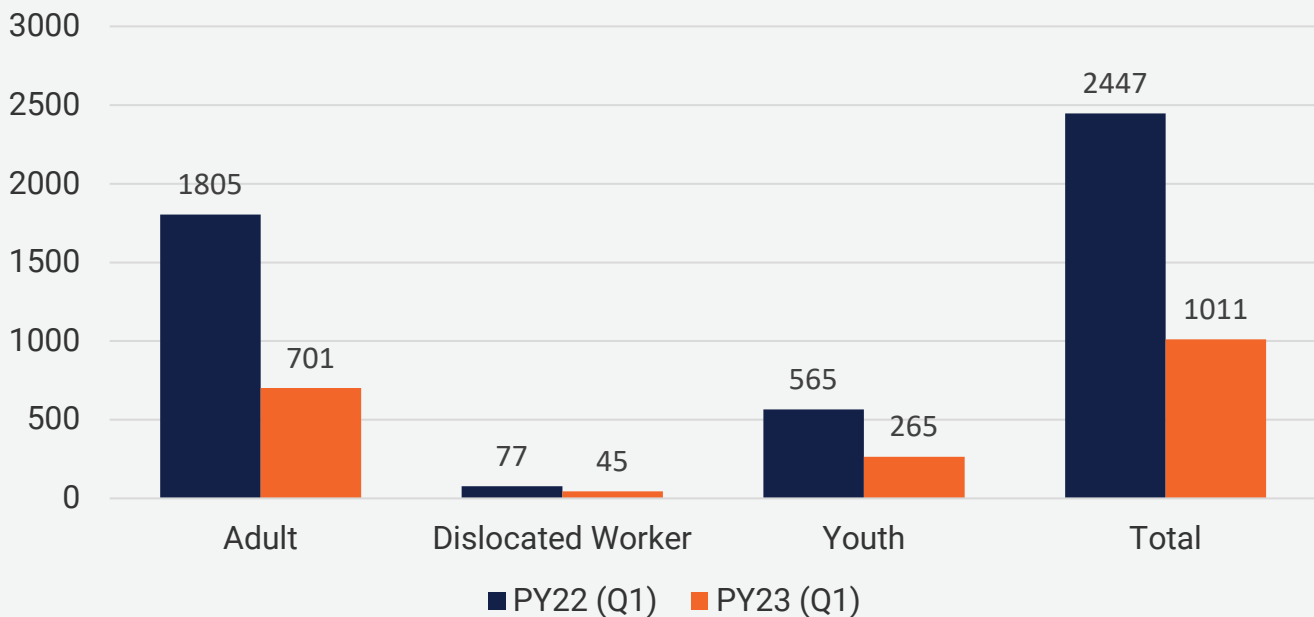
# Quarter 1 Report PY23

Maricopa County  
Human Services Department  
Workforce Development Division

# Overall Participation

In the 1<sup>st</sup> quarter of PY23 we had 1011 total WIOA participants across the Youth, Adult, and Dislocated Worker Program. There are an additional 565 active participants funded through ARPA, which brings our overall participation to 1576. This reflects a 36% decrease from this time last year which can easily be attributed to our reduction in funding and Priority of Service Policy which is ensuring we're serving those most in need, with the funding available. We are still projected to fully expend our current budget, so this reduction in participants is allowing for more frequent contact to assess any coaching or support services needed.

## Program Participation



## Comprehensive Center Traffic

We currently operate 2 Comprehensive Centers, One located in the East Valley at 1001 W Southern Ave. Suite 101 Mesa, AZ 85210, the other located in the West Valley at 4425 W Olive Suite 190 Glendale, AZ 85302. Through the 1<sup>st</sup> quarter, traffic through the One Stop Centers was captured as follows:

**West Valley** – 2549 Job Seekers

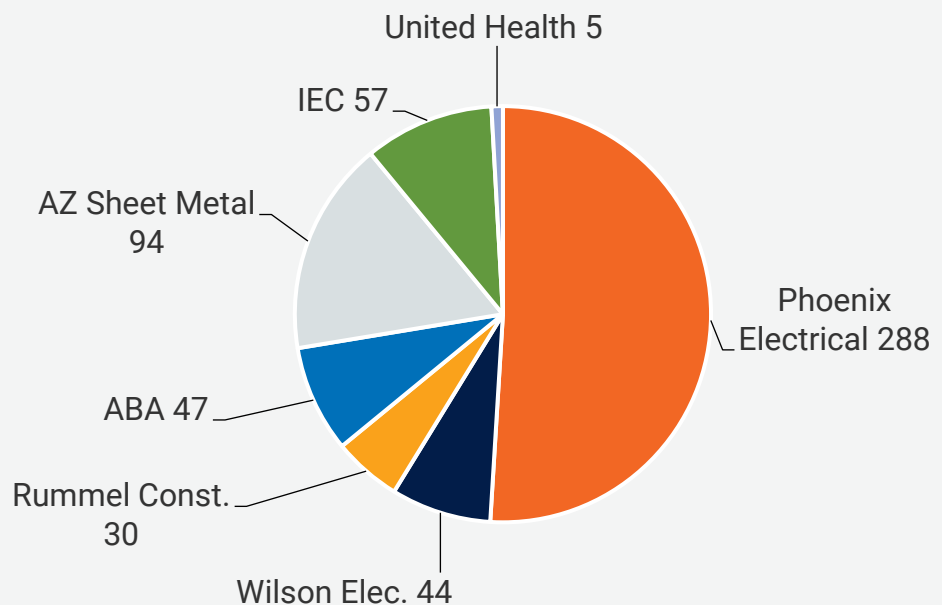
**East Valley** – 2410 Job Seekers

# Apprenticeship

There are 565 active apprentices within our Apprenticeship Program currently. This number does not reflect the 2<sup>nd</sup> cohort many of our program submit to us for funding in the second quarter of the program year. During the first quarter we were able to successfully hire the final member of the apprenticeship team. Charles Hargrave joins our team with an extensive background in Reentry work, bringing a unique perspective to this team. Charles has worked at the Phoenix Parole Office, Native Health/working with both the Native American population and General population, and New Freedom's – 90-day treatment program for Men & Woman just released from incarceration.

## Apprenticeship Participation Breakdown

We are currently working with 8 apprenticeship programs; however, we only have active participation in 7. We haven't facilitated any enrollments with Skill Up AZ currently as they are still actively developing their programs and recruiting. Construction remains the most funded industry across apprenticeships.



## United Health Group Apprenticeship

Become a Certified Clinical Medical Assistant in as little as 12 months!

The UHG Medical Assistant Apprenticeship Program is a pathway to a rewarding health care career that will prepare you to care for patients while making the healthcare system work better.

Apprentices are hired on as company employees as they participate in 10-weeks of academic instruction and up to 12-months of hands-on training as a Medical Assistant. This program provides entry-level training in one of the most demanding and sought after career fields!

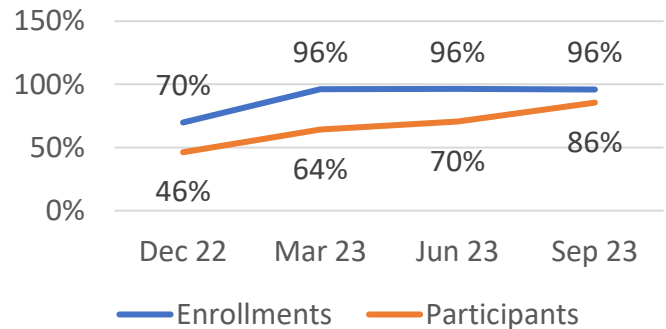
In the Phoenix area, the UHG MA Apprenticeship Program has successfully completed two cohorts, while quickly approaching cohort 3's graduation.



# Priority Population Summary

Priority of Service was implemented to ensure those most in need were receiving assistance. This approach has been instrumental in navigating the decrease in budget from PY22 to PY23. At the beginning of PY22, Maricopa County was ranked in the bottom 3 amongst all local areas, we are currently 3rd overall. For a LWA to be as diverse and populous as ours, this is a huge accomplishment and a true testament to the work being done by our Title 1B frontline staff.

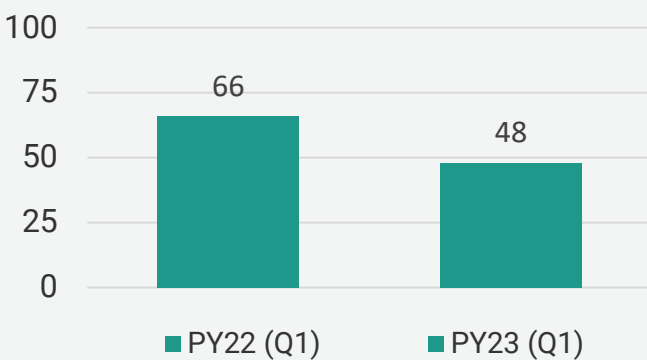
## Priority of Service



# Work Experience

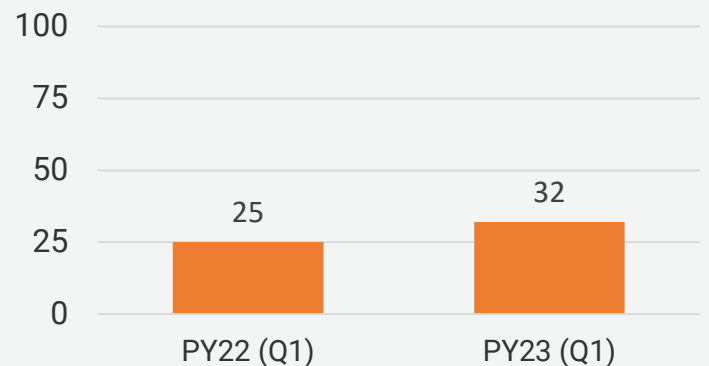
A Work Experience (WEX) is a planned, structured learning experience that takes place in a workplace for a limited time. Work Experiences may be paid or unpaid, as appropriate, and consistent with other laws, such as the Fair Labor Standards Act. A Work Experience provides participants with opportunities for skill development and includes academic and occupational education. The employer provides supervision and training to the participant as outlined in a Worksite Agreement. Work Experience wages are funded through the WIOA grant.

## Youth Program



The Youth WEX program experienced a decrease in participation during the 1<sup>st</sup> quarter, compared to last years participation. We are actively doing Youth outreach in the east and west valley to increase these numbers.

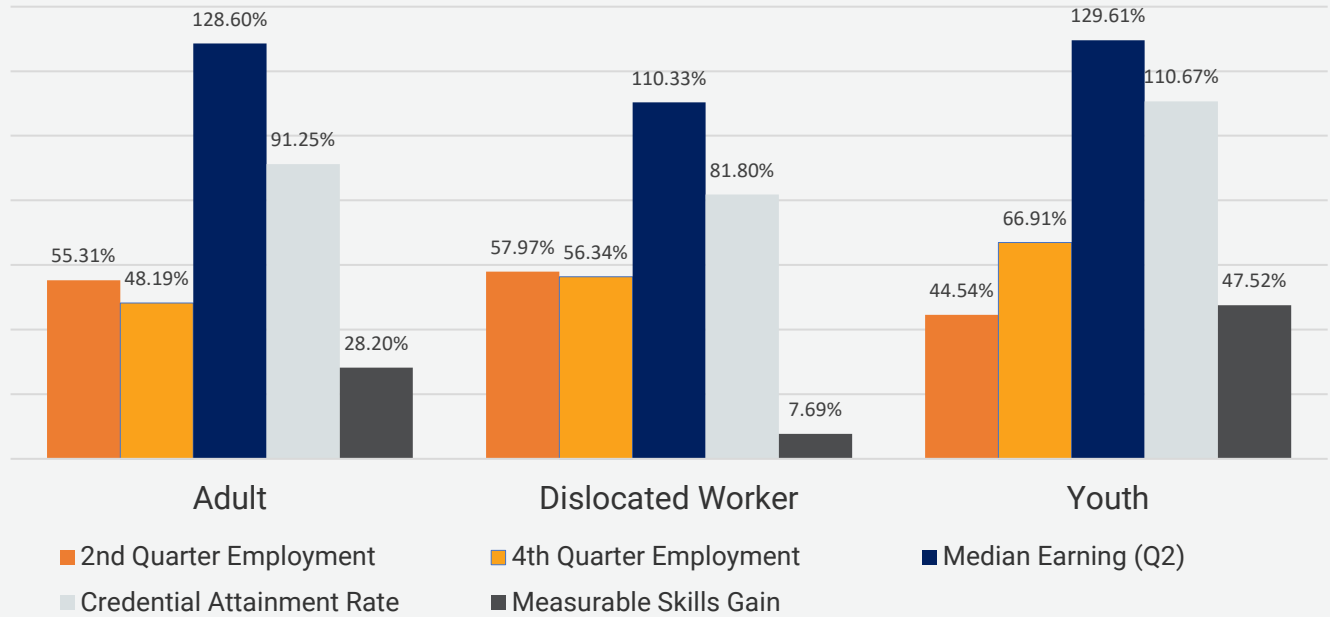
## Smart Justice



In Q1 of PY23, there are more Smart Justice Participant’s enrolled in a WEX opportunity. As anticipated, we’ve seen increased participation between the past two quarters. (22 to 32 enrollments)

# WIOA Performance

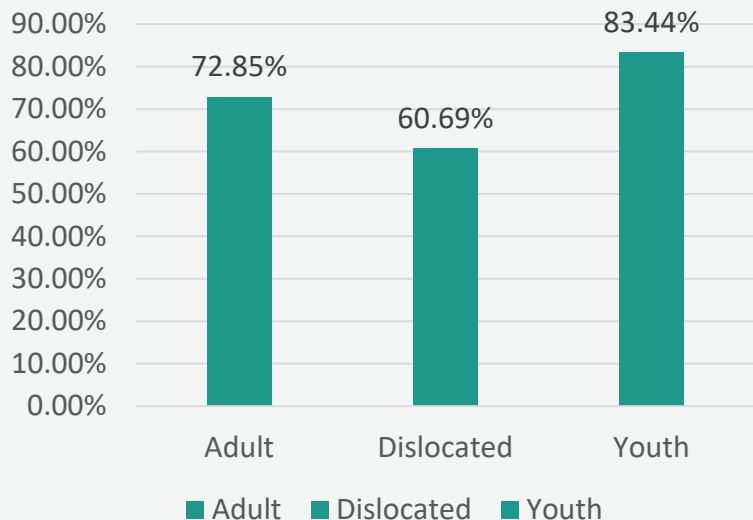
## WIOA Performance Measures



**Adjusted Performance:** Amongst all WIOA Performance Measures, Median Earnings continues to be our most successful metric. The low numbers displayed are indicative of the cumulative nature of the remainder of these metrics. As the year goes on, we expect to see steady growth in all categories until our numbers exceed what is deemed successful by the state.

**Overall Scoring:** The overall scores for the three core programs are an average of the scores from the five performance measures displayed above. As the individual metrics increase, so will our overall scores.

## Overall Scores



# Program Highlights

## Youth Program

This summer, The Maricopa County Human Services Department received funding to support a Youth Summer Employment Program. Two organizations were selected, The Greater Phoenix Urban League and Equus to deliver this program. During this past summer, The Greater Phoenix Urban League was able to support and provide 106 youth with summer employment. Currently, the Youth Program is working collaboratively with Greater Phoenix Urban League to help transition some of the Summer Youth Employment program attendees to the WIOA Youth Workforce Program. The Youth team is working to identify opportunities to meet youth to assist them with the next steps to enrolling into the program. Once enrolled, youth will continue to have opportunities to access additional work experience opportunities in addition to the 13 other elements provided by the Youth Program. During Q1, the Youth Program facilitated 109 new youth enrollments and initiated 722 new services. The Youth team also focused heavily on community outreach with an emphasis on foster and justice involved youth. Details regarding the Youth Program were presented at a symposium that included multiple foster agencies. Staff also visited Halle House, an independent living facility for foster kids to promote access to services and resources. A Youth Career Advisor was also stationed at the Mesa Probation office on Wednesdays to engage justice involved youth. Outreach continued through our ties with local schools and title partners presenting at Gilbert Adult School and Rio Salado College. Other high school events attended include resource or career fairs at: Skyline, Hamilton, Mountain View and La Joya. Lastly, the team also engaged and promoted services at the Mesa Public Schools Education Fair.

## Smart Justice Program

Smart Justice is always seeking to identify opportunities to provide equitable, direct in-person Reentry Based Workforce Curriculum to clients that are currently incarcerated. This has led to a new collaboration with the Maricopa County Sheriff's Office's Choose to Change Reentry Program. The Choose to Change Reentry Program is an 8-week cohort currently offered at Estrella & Watkins Jail that encourages positive behavior and helps those in custody make better life choices to end the cycle of reoffending. The Smart Justice Coaches have begun facilitating Two hour in person workshops for Choose to Change participants, in which the team has developed curriculum to inspire integrity and a new mindset for reentering the workplace.

# Program Highlights (continued)

The Smart Justice team looks forward to more innovative practices within this new partnership to deliver services that ensure reentry clients have the same opportunity to thrive.

## Adult/Dislocated Worker Program

During the 1st Quarter, the Adult/Dislocated Worker team completed 465 Meet & Greet appointments and enrolled 346 individuals while continuing to focus on serving high priority individuals which includes veterans, eligible spouses of veterans, low-income individuals, and individuals who are basic skills deficient. To enhance our engagement with high priority individuals, the team worked collectively to develop a Career Pathing Presentation. The presentation was designed to facilitate meaningful conversations between the Career Advisor and participant. This presentation helps to identify needs and educate the participants on available services such as labor market information and career planning. The Career Pathing Presentation also provides consistency with the delivery of WIOA program expectations.

The Adult and Dislocated program engaged in several outreach efforts during the first quarter. Supervisors Paul Ruiz and Alicia McCleod facilitated outreach presentations to St Joseph the Worker, Career Connectors, DES, and Mesa & Gilbert Public Schools and provided information on WIOA program and services. Supervisor, Laura Malhoit, presented at the ACTE Summer Conference in Tucson along with MCWDB Strategist Jordan Dodeward, Program Manager Jinkee Pacifico, and Apprenticeship Supervisor Betsy Nelson. The presentation was designed to provide educators information on Occupational Skills Trainings and WEXs within the Healthcare industry. To support and engage with more of our dislocated worker population, the team partnered with the Business & Community Services team to aid at several Rapid Response events. The team supported impacted employees from General Motors, Novembal, and Westfall Technik, Inc.

## Business and Community Services

Maricopa County received twelve WARN notices this quarter alone, indicating that 2,141 employees would be laid off in the coming months. Industries impacted are Information, Manufacturing, Transportation, and Finance. Business services, State and some local municipality staff held nine Rapid Response events with information sessions, workshops, community resources and hiring opportunities.

# Program Highlights (continued)

A Goodyear Workforce Development Coordinator (WDC) was selected and will begin offering workforce services for employers and job seekers in Goodyear and the surrounding areas. The WDC will be located on a campus that includes Maricopa County Head Start classrooms and Public Health.

The Business Services team, Smart Justice team, A New Leaf, and the City of Mesa partnered to plan and deliver a hiring event for people with backgrounds and barriers to employment. We called the event “New Beginnings” and held it at the Mesa Convention Center. In attendance were 22 businesses and 52 job seekers. Employers completed 20 interviews and hired 8 participants. Maricopa County staff conducted on the spot resume reviews throughout the event.

Family Resource and Hiring Events were held at both the East and West Valley Career Centers. In addition to regularly offered services, Maricopa County provided qualified families with free diapers accessed through a Diaper Bank operated out of both Career Centers. Tailored events were created in partnership by the Workforce Development, Early Education and Community Services Divisions of the Maricopa County Human Services Department with families in mind. Both events featured parent-friendly employment opportunities that feature flexible schedules and work from home opportunities as well as;

- Resume’ workshops and labs
- Resources including,
- Head Start Enrollment
- Rental & Utility Assistance
- Dress for Success Clothing Bank
- Equality Health
- SRP Energy Education
- Veterans Services
- Diaper Bank

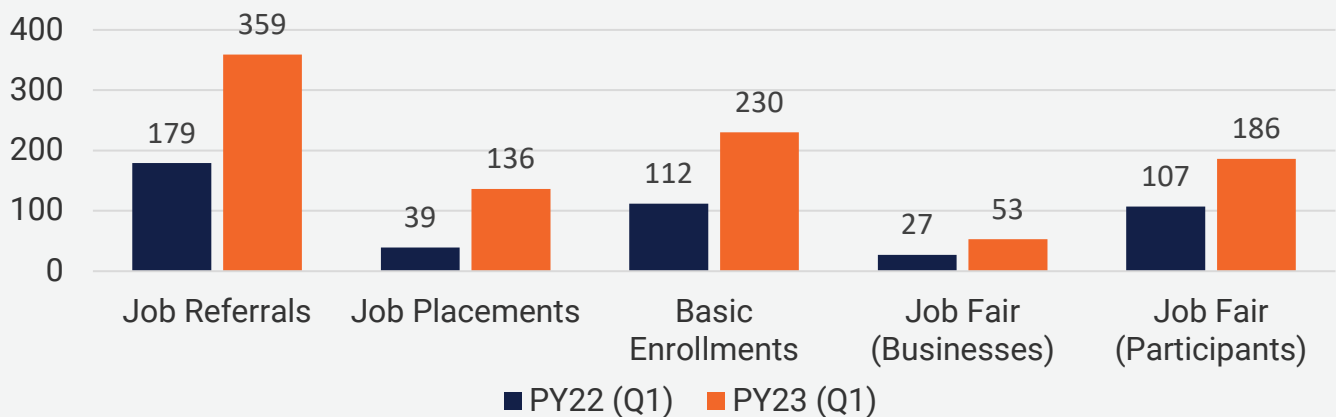
The two events were attended by 230 jobseekers, who participated in 139 on-the-spot interviews, by 29 employers. Four hires have been made to date and more are expected.



# Business and Community Services

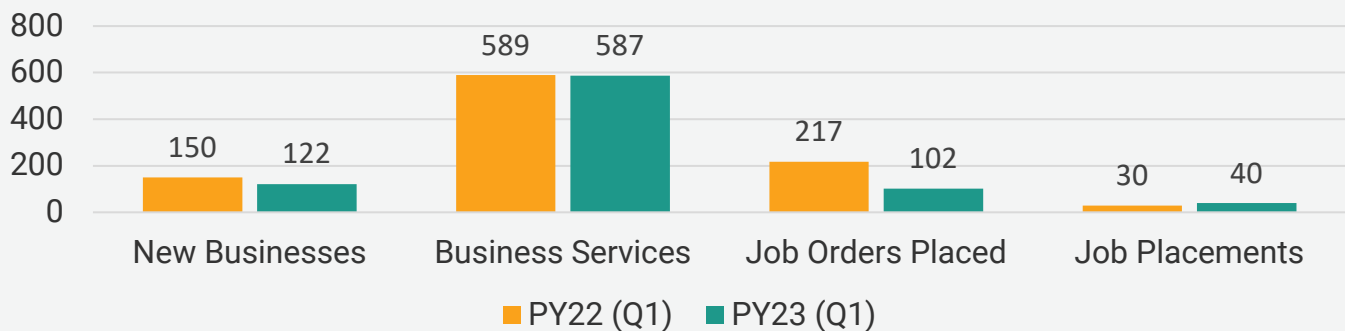
The Business and Community Services team is made up of Workforce Development Coordinators located in various local municipalities and regionalized Business Service Representatives. The hiring events are being promoted both internally and externally by community partners increasing the level of participation from both businesses and job seekers. The Business Service Representatives are providing labor market information and job leads to the Workforce Development Coordinators monthly, which is resulting in an increase in both job referrals and placements.

## Workforce Development Coordinators



The Workforce Development Coordinators (WDC's) continue to work closely with the local municipalities in whom we share an agreement with. The WDC's are tasked with providing all services offered at the two main career centers in Glendale and Mesa.

## Business Service Representatives



The Business Service Representatives serve as the face of services available to local businesses on behalf of the program. Staff are committed to connecting employers with highly trained and talented job seekers throughout our communities. There have been increases in all major Key Performance Indicators amongst our BSR team. Staff are tracking follow up services and providing the information to the employers for enhanced engagement.

# Success Story

## Success Story 1: General Motor's Layoff Response

General Motors submitted a WARN notice indicating they would be laying off 936 employees, 735 of them in software development positions and the remaining in other varied information positions. They reported the cessation of nearly all operations at their Arizona IT Innovation Center in Chandler would occur on 10/31/23.

The Maricopa County Business Services team, the State Rapid Response team, and the City of Chandler Economic Development team worked closely together on how to best deliver Rapid Response services to affected employees. The three entities collaborated to deliver 3 events.

The first event, held at Gilbert Community College, was attended by over 500 affected employees and 25 employers, and led by the City of Chandler. The State provided Unemployment Information, Employment Services, and Disabled Veterans Outreach Program staff to meet with the displaced workers. County staff facilitated a resume workshop for 27 participants, provided information about our services, and assisted in supporting roles.

The next two events were held at the Mesa Workforce Center and were led by the County. These events were attended by 220 affected employees, featuring 15-17 employers with a variety of information technology opportunities at each event. Two resume workshops, attended by 20 participants, were held at the beginning of each event.

Conversations were had with employers prior to the event setting the expectation that on-the-spot pre-screens be conducted at the event. As a result, 358 pre-screens were conducted by employers over the two events. Although the outcomes are just beginning to occur, 105 additional interviews have been conducted so far and 5 job placements.

As employers, Maricopa County conducted 80 pre-screens, the Arizona Department of Economic Security conducted 35 pre-screens and 12 interviews, the City of Scottsdale conducted 55 pre-screens and 5 of those are in the process of being hired, and Mayo Clinic conducted 58 interviews, all for information technology positions.



Maricopa County  
Human Services Department  
Workforce Development Division  
[Maricopa.gov/WDD](http://Maricopa.gov/WDD)



# **Consent Agenda.**

## **One-Stop Operator Monthly Report**

**To:** Steve Clark, Workforce Board; Nancy Avina, Workforce Board of Maricopa Workforce Development Board (MCWDB)

**Date:** **November 14, 2023**

**From:** Eric Walker Regional Director

**Subject:** One-Stop Operator Report: - October 2023

**1. Maricopa County One Stop Operator Front Desk Customer Interactions:**

East Valley Career Center (Mesa)

Service	October-23
On-site assistance (resume writing, Title I registration, program referrals, job referrals, Arizona Job Connection (AJC) referrals, and other related services)	844
Calls	558
DES (AJC, Unemployment)	57
Smart Justice calls	42

West Valley Career Center (Glendale)

Service	October-23
On-site assistance (resume writing, Title I registration, program referrals, job referrals, Arizona Job Connection (AJC) referrals, and other related services)	768
Calls	751
DES (AJC, Unemployment)	76
Smart Justice calls	40

The number of Enrollments for October	Youth	19
	Adult/Dislocated Worker	117
The updated number of Enrollments for September	Youth	32
	Adult/Dislocated Worker	118

**Number of customers welcomed at Satellite sites.**

<u>SATELLITE LOCATION</u>	<u>NUMBER OF CUSTOMERS WELCOMED</u>
Mesa	98
Queen Creek	45
Tempe	40
Scottsdale	59
Wickenburg	30
Surprise	45
Avondale	45
Gila Bend	1

**Location: Scottsdale Civic Center Public Library** 3839 N. Drinkwater Blvd, Scottsdale 85251

<b>DATE/TIME</b>	<b>JOB CENTER LOCATION</b>	<b># BUSINESS</b>	<b># OF JOB SEEKERS ATTENDED</b>	<b># Interviews</b>	<b>#Of Hires</b>
<b>10/10/2023</b>	Scottsdale – Civic Center Public Library Loft	12	77	19	3

**List of companies participating**

- PROEM
- City of Scottsdale Human Resources
- Scottsdale Police Department
- Scottsdale Community College
- Desert Financial
- Great Wolf Lodge
- Omni Scottsdale Resort
- Americor Financial Services
- Kactus Jock
- Midway Staffing
- Enchant Scottsdale
- Gladiator Program

**Success Story:**

We tried a new space and received positive reviews from both job seekers and employers the event was hosted successfully with 12 Employers in partnership with the Scottsdale Civic Center Public Library. We received new an employer signs up Enchant Scottsdale; they ended up with the most interactions with job seekers and are expecting to hire around 10 people.

**Location: Avondale Resource Center 995 E. Riley Dr, Avondale 85323**

DATE/TIME	JOB CENTER LOCATION	# BUSINESS	# OF JOB SEEKERS ATTENDED	# Interviews	#Of Hires
10/25/2023 from 10:00am-1:00pm	Avondale Resource Center	15	46	21	5

**List of companies participating.**

- Arizona Health Care Cost Containment System (ACCCHS)
- All Ways Caring Home Care
- Arizona Dept. of Corrections of Rehabilitation & Reentry
- Avondale Elementary School District
- Avondale Fire Department
- Catholic Charities West
- Desert Diamond Casino & Entertainment



- Home Building Academy
- Home Instead
- Manpower
- Maricopa County
- Proverbs Group Homes
- Read Better Be Better
- Touchstone Health
- Staff Force

**Success Story**

One company (Proverbs Group Home) that had attended the Avondale July fair shared that they had hired 5 individuals, and those participants are still working with them. Also, 13 of the 15 companies were brand new to the Avondale’s October Job Fair. During the job fair 3 jobseekers were signing paperwork the same day to start working.

**Location: Tempe Public Library** 3500 S Rural Rd, Tempe 85282

DATE/TIME	JOB CENTER LOCATION	# BUSINESS	# OF JOB SEEKERS ATTENDED	# Interviews	#Of Hires
10/26/2023 10am-1:30pm	Tempe Library	22	159	81	51

**List of companies participating.**

- Tempe Pre (Teachers/Instructional Assistants)
- Tempe Kid Zone (Before and After School Care)
- Tempe Works (Solid Waste/Housing)
- Tempe Human Resources Department/Tempe PD
- Tempe Elementary School District
- Tempe Play Mobile Team
- St. Joseph THE WORKER (Social Services)
- Enchant Christmas (Seasonal/Holiday Employment)
- Pro Em (Security)
- BMO
- Walmart





- Culvers
- OMNI HOTELS & RESORTS
- KEOLIS (Public Transportation Bus Drivers)  
Paid training/No cost CDL
- HARKINS THEATER
- Great Wolf Lodge
- Southwest Key Programs (Youth and Family Services)
- Jack in the Box
- Aramark (Food Services ASU and other EV locations)
- Americor (Dept Relief)
- Champion Homes Chandler, AZ (Construction, Assemblers, Electrical)
- NMG Aerospace (Manufacturing, Sheet Metal Operator)

**Success Story:**

Tempe Job Fair had record attendance of 159 participants and 51 hires at the October's event.

Pro Em hired 31, KEOLIS hired 9 and MNG Manufacturing hired 9 participants. Participants hire details are still pending. The event was so successful that the Employers stayed an additional 30 minutes to work with the participants.



# **Community Impact Statements.**

## **MCWDB Success Story**

Participant Name: Derrick Williams

Month/Year: October 2023

Career Advisor: Jessica Anderlohr



### **Before working with Smart Justice...**

Derrick grew up always wanting to make the best out of any situation, and he worked hard to do so. In the days of boat paddles in the principal's office and teacher's using soap for washing mouths and hands, Derrick made sure to not get in trouble. He worked hard, and his mother saw that. He started playing football when he was eight years young and played all through elementary and junior high. At the beginning of his freshman year, he was a new kid at a new school, but he made the football team and became one of the team captains. The game before the playoffs, he had an accident and broke his ankle in three places. The doctors didn't think he would ever be the same, but that didn't stop him; he recovered and went on to play football, as well as basketball and track, and still wanted to be in the NFL someday.

At the end of freshman year, he was sent to live with his older sister. His mom was being abused by her husband and didn't want Derrick around to see it. He moved, and again became the star player and team captain. When the school boundaries changed, he was supposed to be kicked out of that school, but because he was such a hard worker and talented athlete, his coach found other families that Derrick could live with to finish out his high school career at that school.

He became the first of his siblings to graduate from high school and attend college. The likelihood of the NFL was small, so Derrick focused on social sciences and majored in sociology and graduated with his bachelor's. After graduating, he worked as a child counselor in a psychiatric facility and then juvenile prison.

His mother was living with him after she finally left her abusive husband. One day he came home to find an ambulance there. His mother was taken to the hospital, diagnosed with terminal pancreatic cancer, and died three days later. Derrick struggled with the weight of this and needed a less demanding career; he needed joy. He opened a recording studio and started a record label.

It was going well, but an unfortunate event caused Derrick to be sentenced to prison for three years. Derrick again worked very hard, and he was approved for a prison work release, and he was able to get a job as a personal trainer. He continued this line of work after he was released, but money was tight. Derrick made a poor choice in a tough situation, and because he already had a record, he was sentenced to four and half years in prison.

He was determined to make the best of it and says that prison sentence was the best four years of his life mentally and spiritually.

### **While working with Smart Justice...**

*The afterlife is the lingering effect of prison.  
It's how mass incarceration shows up in the social world.  
Transforming it  
Changing its shape  
The way it leaves its imprint and  
The way it changes people.*

*The Afterlife of Mass Incarceration  
By Derrick Williams*



Derrick knew he needed something to get him back on his feet. With his degree in sociology, he knew that reentry wouldn't be easy, he had to work for it, to remove the stigma and show who he was. His parole officer got him connected to Smart Justice. The day after he was enrolled with Smart Justice, he attended a career and resource fair hosted at the East Valley Campus, where he was able to get connected with more resources.

He quickly proceeded with services for the WIOA grant and attended Phoenix Truck Driving Institute for his CDL. Smart Justice was able to provide him with gas cards throughout this time, and when he completed his training, he hit the ground running with job search assistance, resume help, and attended numerous career and resource fairs. He was job searching for almost two months.

Derrick was also chosen to participate in the Maricopa County HSD All Staff Conference as part of a Lived Experiences panel. After this, many HSD staff came up to him thanking him for his insight and motivational words.



### **After working with Smart Justice...**

Derrick is now employed full time as a CDL driver and has an OTR position lined up for when he gets off parole later this year. He plans to start a CDL company to help Smart Justice participants in the future.



# **Information/Discussion/Possible Action.**

## **FY25 MCWDB Budget Recommendation**

## MCWDB FY25 Budget Recommendation

WDB-FY25	FY24 BUDGET	Recommended FY25 BUDGET	JUSTIFICATION
<b>TOTAL COSTS</b>	<b>1,358,879</b>	<b>1,168,362</b>	
<b>Fund - 222 Budget</b>			
<b>PERSONNEL</b>			
REGULAR SALARIES	506,340	624,320	Includes 5% merit projections
<b>TOTAL PERSONNEL</b>	<b>506,340</b>	<b>624,320</b>	
<b>FRINGE BENEFITS</b>			
TAXES	38,735	47,761	
RETIREMENT	61,622	76,729	
MEDICAL	81,792	109,056	
UNEMPLOYMENT & WORKERS' COMP	2,500	2,500	
TUITION REIMBURSEMENT	10,500	10,500	
<b>TOTAL FRINGE BENEFITS</b>	<b>195,149</b>	<b>246,546</b>	
<b>INDIRECT COSTS</b>			
INDIRECT COSTS	153,340	190,446	
<b>TOTAL INDIRECT COSTS</b>	<b>153,340</b>	<b>190,446</b>	
<b>TRAVEL &amp; TRAINING</b>			
TRAVEL	35,000	35,000	
<b>TOTAL TRAVEL &amp; TRAINING</b>	<b>35,000</b>	<b>35,000</b>	
<b>SUPPLIES</b>			
OFFICE SUPPLIES	5,000	5,000	
FOOD SUPPLIES	1,500	1,500	
EQUIPMENT	5,000	5,000	
POSTAGE	50	50	
<b>TOTAL SUPPLIES</b>	<b>11,550</b>	<b>11,550</b>	
<b>CONTRACTUAL</b>			
ONE STOP OPERATOR	397,000		
CONSULTANT	40,000	40,000	
<b>TOTAL CONTRACTUAL</b>	<b>437,000</b>	<b>40,000</b>	
<b>OPERATING SERVICES</b>			
ASSOCIATION/MEMBERSHIPS	8,000	8,000	
MARKETING	2,000	2,000	
LABOR MARKET	1,000	1,000	
PRINTING (COPIER)	6,000	6,000	
CELL PHONES	3,500	3,500	
<b>TOTAL OPERATING SERVICES</b>	<b>20,500</b>	<b>20,500</b>	
<b>TOTAL COSTS</b>	<b>1,358,879</b>	<b>1,168,362</b>	
Internal Decrease (Allocations)	<b>95,122</b>		
Total Costs	<b>1,263,757</b>		

FY 24 to FY 25 Difference

95,396



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# **Information/Discussion/Possible Action.** **Eligible Training Providers List (ETPL)/** **In-Demand Occupations**



# Eligible Training Provider List

December 5, 2023



# What is the ETPL?

To carry out the mandates of the Workforce Innovation and Opportunity Act (WIOA), states are required to maintain a list of training providers and programs that are certified to receive students using WIOA funds. The Eligible Training Provider List (ETPL) is comprised of approved eligible training providers and training programs that are approved by the Local Workforce Development Areas (LWDAs) and the State to provide training services to eligible WIOA participants.

The goal of the ETPL is to enable participants to make informed choices about training options by providing information for comparison of programs. The ETPL also ensures that WIOA Participants attend programs that provide a high-quality learning experience and lead to industry-recognized credentials.

# Training Provider Requirements

Be a legal entity, registered to do business in Arizona.

Be a postsecondary educational institution that provides a program that leads to an associate degree, baccalaureate degree, diploma or certificate.

Be accredited by the appropriate accrediting body and/or Licensed through Arizona Private Postsecondary Education unless exempt.

Programs must lead to occupations that are in-demand locally

Programs lead to industry-recognized credential to enhance employability

# ETPL Application Process

- Training providers who wish to be placed on the statewide ETPL will start the process by completing the online application found on Arizona Job Connection (AJC)
- The DES State Coordinator will first review them for initial eligibility.
- Once a provider is approved, the Local Workforce Area (LWDB) will next review the provider programs for initial eligibility. Once the LWDB approves the program, the State ETPL Coordinator will review it.
- After both the Local and State ETPL Coordinators have approved the program, they will appear on the ETPL!
- WIOA Participants can now begin selecting the approved programs for training.

# Registered Apprenticeships

All approved Registered Apprenticeship Programs (RAPs) are automatically eligible to be included on the statewide ETPL, if they choose. RAPs are not subject to the same application, performance information requirements, or period of initial eligibility since they have already gone through a detailed application and vetting process through the Arizona Apprenticeship Office or US-DOL Office of Apprenticeship.

# Continued Eligibility Reviews and Monitoring

- Programs will be reviewed for continued eligibility after the initial year. Subsequent continued eligibility reviews will occur once every 2 years.
- Training Providers are subject to in-person Monitoring Reviews once every two years conducted by the Local Workforce Area.
- Training Providers can be removed from the ETPL due to failure to meet ongoing continued eligibility standards.
- Training Providers can be removed from the ETPL due to violation of WIOA Policies.

# Total Current Providers and Programs for Maricopa County

81 Providers

212 Approved Programs

25 Registered Apprenticeships

THE ARIZONA@WORK-Maricopa County Workforce Development Board has identified targeted industry sectors in its workforce plan which include:

Construction  
Information Technology  
Finance and Insurance  
Manufacturing  
Healthcare and Social Assistance  
Transportation and Warehousing.

# Questions?





**Thank You**





# In-Demand Occupations List

December 5, 2023

# Purpose of the In-Demand Occupations List

**Best Practice Approach:** Directs use of funds to high wage/high demand occupations to maximize positive impact on region and customers with limited resources

Occupations approved for occupational skills training and apprenticeship funding

Selection driven by data:

- Labor market needs
- Employer needs
- Local knowledge/wisdom

# Methodology for Selecting Target Occupations

- Utilize best-practice selection criteria
- Include occupations that:
  - Have **educational attainment** requirements aligned with client demographics
  - Pay a **living wage**
  - Are projected to grow at a **faster rate** as compared to other occupations in the area
  - Are projected to have a **substantial number of openings**
  - Are informed by employer and service provider **expertise**

# Data Reviewed to Select Current In-Demand Occupation List

- 2018-2023 Occupational Growth Projections
- 2018 Occupational Employment & Wage Estimates
- [Massachusetts Institute of Technology \(MIT\) Living Wage Calculator](#)

# Previous Workforce Workgroup Recommendation

The Workgroup agreed on the following selection criteria for in demand occupations:

- Educational Attainment: Bachelor's or below
- Living Wages: \$11.90 or above
- Faster Growth Rate: 9.1% or above
- Projected Annual Openings: 75 or more
- Overriding Labor Market Conditions: Local knowledge/wisdom

Based on the following information:

Results in 83 diverse in demand occupations in selected sectors

- Occupations have varied entry level educational requirements
- Lead to living wages ranging from \$12.78-\$49.54 per hour
- Occupations are projected to be in high demand
- Meet the needs of employers

# Previous Workforce Workgroup Recommendation

- 2018-2023 Occupational Growth Projections
- 2018 Occupational Employment & Wage Estimates
- [Massachusetts Institute of Technology \(MIT\) Living Wage Calculator](#)

# Construction Occupations

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Construction	47-2031	Carpenters	\$20.59
Construction	47-2051	Cement masons and concrete finishers	\$20.05
Construction	13-1051	Cost estimators	\$30.79
Construction	43-5032	Dispatchers, except police, fire, and ambulance	\$18.46
Construction	49-9051	Electrical power-line installers and repairers	\$41.95
Construction	47-2111	Electricians	\$22.53
Construction	49-9021	Heating, air conditioning, and refrigeration mechanics and installers	\$20.67
Construction	47-2073	Operating engineers and other construction equipment operators	\$22.89
Construction	47-2152	Plumbers, pipefitters, and steamfitters	\$22.37
Construction	41-9022	Real estate sales agents	\$28.17
Construction	47-2181	Roofers	\$17.93
Construction	49-2098	Security and fire alarm systems installers	\$23.47
Construction	47-2211	Sheet metal workers	\$19.87

# *Finance and Insurance* **Occupations**

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Finance and insurance	13-2011	Accountants and auditors	\$31.73
Finance and insurance	43-3021	Billing and posting clerks	\$18.02
Finance and insurance	43-4011	Brokerage clerks	\$22.82
Finance and insurance	13-1199	Business operations specialists, all other	\$30.50
Finance and insurance	13-1031	Claims adjusters examiners and investigators	\$32.64
Finance and insurance	13-1041	Compliance officers	\$28.50
Finance and insurance	13-2051	Financial analysts	\$35.70
Finance and insurance	13-2061	Financial examiners	\$24.38
Finance and insurance	43-9041	Insurance claims and policy processing clerks	\$19.56
Finance and insurance	41-3021	Insurance sales agents	\$22.22
Finance and insurance	13-2053	Insurance underwriters	\$34.83
Finance and insurance	43-4131	Loan interviewers and clerks	\$19.84
Finance and insurance	13-2072	Loan officers	\$25.91
Finance and insurance	13-2052	Personal financial advisors	\$38.25
Finance and insurance	41-3031	Securities, commodities, and financial services sales agents	\$25.23



# Health Care and Social Assistance Occupations

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Health care and social assistance	31-9091	Dental assistants	\$21.15
Health care and social assistance	29-2021	Dental hygienists	\$43.88
Health care and social assistance	29-2032	Diagnostic medical sonographers	\$42.43
Health care and social assistance	29-2099	Health technologists and technicians, all other	\$21.00
Health care and social assistance	29-2052	Pharmacy Technicians	\$16.74
Health care and social assistance	29-2011	Medical and Clinical Laboratory Technologists	\$26.18
Health care and social assistance	29-2012	Medical and Clinical Laboratory Technicians	\$26.18
Health care and social assistance	29-2061	Licensed practical and licensed vocational nurses	\$27.00
Health care and social assistance	31-9092	Medical assistants	\$16.17
Health care and social assistance	31-9093	Medical equipment preparers	\$17.47
Health care and social assistance	29-2071	Medical records and health information technicians	\$17.98
Health care and social assistance	43-6013	Medical secretaries	\$17.47
Health care and social assistance	31-1014	Nursing assistants	\$14.99

# *Health Care and Social Assistance* **Occupations cont.**

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Health care and social assistance	31-2021	Physical therapist assistants	\$22.41
Health care and social assistance	29-2034	Radiologic technologists	\$32.09
Health care and social assistance	29-1141	Registered nurses	\$37.04
Health care and social assistance	29-1126	Respiratory therapists	\$28.33
Health care and social assistance	25-3021	Self-enrichment education teachers	\$18.70
Health care and social assistance	21-1093	Social and human service assistants	\$14.59
Health care and social assistance	29-2055	Surgical technologists	\$25.10
Health care and social assistance	31-9097	Phlebotomist	\$15.56

# Information Occupations

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Information	15-1143	Computer network architects	\$49.54
Information	15-1121	Computer systems analysts	\$42.80
Information	15-1151	Computer user support specialists	\$22.81
Information	15-1141	Database administrators	\$44.55
Information	15-1122	Information security analysts	\$46.86
Information	15-1142	Network and computer systems administrators	\$39.55
Information	15-1132	Software developers, applications	\$48.45
Information	15-1134	Web developers	\$30.74
Information	15-1133	Software developers, systems software	\$49.16
Information	15-1152	Computer network support specialist	\$29.41
Information	15-1131	Computer Programmer	\$47.56

# Manufacturing Occupations

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Manufacturing	49-3011	Aircraft mechanics and service technicians	\$31.37
Manufacturing	51-2098	Assemblers and fabricators, all other, including team assemblers	\$14.82
Manufacturing	51-4012	Computer numerically controlled machine tool programmers, metal & plastic	\$27.85
Manufacturing	51-4011	Computer-controlled machine tool operators, metal and plastic	\$17.69
Manufacturing	49-9041	Industrial machinery mechanics	\$22.52
Manufacturing	51-9061	Inspectors, testers, sorters, samplers, and weighers	\$19.53
Manufacturing	51-4041	Machinists	\$23.81
Manufacturing	49-9071	Maintenance and repair workers, general	\$17.59
Manufacturing	41-4012	Sales representatives, wholesale and manufacturing, except technical and scientific products	\$26.75
Manufacturing	51-4121	Welders, cutters, solderers, and brazers	\$19.06

# *Transportation and Warehousing* **Occupations**

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Transportation and warehousing	49-3031	Bus and truck mechanics and diesel engine specialists	\$21.70
Transportation and warehousing	53-3021	Bus drivers, transit and intercity	\$19.53
Transportation and warehousing	43-5011	Cargo and freight agents	\$22.35
Transportation and warehousing	53-3032	Heavy and tractor-trailer truck drivers	\$20.77
Transportation and warehousing	53-7051	Industrial truck and tractor operators	\$16.84
Transportation and warehousing	53-3033	Light truck or delivery services drivers	\$16.84

# MCWDB Action Requested

- Approval of the selection criteria resulting in **77** target occupations.
- **Educational Attainment:** Bachelor's or below
- **Living Wages:** \$11.90 or above
- **Faster Growth Rate:** 9.1% or above
- **Projected Annual Openings:** 75 or more
- **Overriding Labor Market Conditions:** Local knowledge/wisdom

# Questions?





**Thank You**





# **Information/Discussion Only.**

## **MCWDB Training: Title IV**



Eric R. @WORK

# Vocational Rehabilitation Orientation

# WHAT IS VOCATIONAL REHABILITATION (VR)?

- **VR is a work program.** You must want to work in order to qualify and receive services from VR.
- VR helps people with disabilities **prepare for, find, and keep jobs.**
- VR helps you prepare for a job; VR does not find your job for you.

## STEP 2: APPLICATION, INTAKE MEETING

VR staff  
will ask you  
questions  
about:

Your disability and how it affects your ability to work

Social Security card, address, contact info, DOB...

Sources of income

Past work and volunteer experience

Your education

Your job goal

Challenges you see with achieving your job goal

## **STEP 3: ELIGIBILITY**

1. You have a **documented disability**
2. You have a disability that creates **challenges at work**
3. You have the ability to work in a **job which pays at least minimum wage**; and
4. You **need VR services in order to work**

**If you meet all 4 eligibility criteria, staff will determine your Order of Selection priority category.**

## STEP 3 cont. ORDER OF SELECTION (WAIT LIST)

Based on the records collected **about your disability and challenges to work**, you will be placed into one of three priority categories:

**Priority Category 1** – Highest disability related needs

- If you qualify for this category, you may begin services immediately

**Priority Category 2** – Significant needs

- If you qualify for this category, you may begin services immediately

**Priority Category 3** – All other eligible clients

- If you qualify for this category, you may begin services immediately

## STEP 4: WRITE YOUR PLAN FOR WORK

- Learn about **job trends** and the **skills employers** need
- Decide on a **job goal**
- Determine **the steps needed** to reach your job goal
- Write a plan that includes services **to help you reach your job goal**

**This is a plan for how you  
will invest in yourself and your dreams!**

## STEP 5: PARTICIPATE IN SERVICES

You will participate in services to address the challenges caused by your disability and prepare for work.

Preparing for work is not easy. VR is here to help and guide you, but there will be things you will be responsible for doing yourself.

- **Employment** – Work is the focus for applying to the VR program. Tell your VR Counselor when you are ready to start looking for work or when you obtain a job.
- **Commitment** – Active participation throughout your plan is required.
- **Appointments** – Keeping appointments is important. Contact VR if you cannot keep an appointment.
- **Communication** – Contact your VR Counselor at least once a month – more often if needed.



## STEP 6: GET HIRED

- After 90 calendar days you are considered successfully employed and your case will be closed
- You are employed and no longer need VR services
- Congratulations!

# ARE YOU READY TO WORK?

If you are...

- Schedule an appointment to begin the application process.

If you need more time to think about it...

- Call us when you are ready.
- Call [insert office number]
- Call 1-800-563-1221

# Vocational Rehabilitation ROADMAP

1

## VR Orientation

### Tasks:

- Attend a VR Orientation appointment
- Bring a social security card and one other form of identification
- Bring any available records

2

## Application and Intake

### Tasks:

- Meet with VR Counselor
- Sign application

3

## Eligibility

### Task:

- Participate in evaluations if requested

4

## Write Your Work Plan

### Tasks:

- Identify a job goal
- Determine steps needed to reach job goal
- Complete work plan with VR Counselor

5

## Participate in Planned Services

### Tasks:

- Contact your VR Counselor once a month
- Attend appointments
- Apply for jobs
- Prepare for interviews

6

## Get Hired!

### Task:

- Notify VR Counselor immediately as soon as you get a job

You Are Employed!



# QUESTIONS

