



Phoenix Business and Workforce Development Board
 PBWD Board Meeting SEP 11
 September 11, 2025
 9:00 am-10:30 am Mountain Standard Time

The Phoenix Business and Workforce Development Board meeting will be held on September 11, 2025 from 9:00am-10:30am.

This is a hybrid meeting.

Address: 200 W Washington St, Assembly Rooms A&B 1st floor,
 Phoenix, AZ 85004.

Webex information: <https://cityofphoenix.webex.com/cityofphoenix/j.php?MTID=m855d2ee7abb9784e4a5bd98854ee360e>

To join by phone:
 +1-415-655-0001
 Access code: 2632 502 0688

Call to Order/Roll Call/Introductions

(Patrick Fitzhugh)

The Phoenix Business and Workforce Development (PBWD) Board Chair, Patrick Fitzhugh, will call the meeting to order. Roll call will be called to ensure a quorum is present. Committee members will introduce themselves.

May 8, 2025 Phoenix Business and Workforce Development Board Meeting Minutes

(Phoenix Business and Workforce Development Board)

The PBWD Board May 8, 2025 meeting minutes are recommended for review and approval.

RECOMMENDATION: This item is for information and approval.

Consent Agenda

(5 minutes Patrick Fitzhugh)

Consent Items are for Updates and Approvals ONLY and are approved in a single vote. Consent Items are operational, compliance, and/or contractual items that are not subject to discussion unless pulled from the consent agenda. If a discussion is required, a Board Member can request to have a Consent Item removed and discussed at the current or next Board Meeting.

- Sunset: 300.308 – Youth Supportive Services
- Adopt: 300.308 – Youth Supportive Services
- Adopt: 300.309 – Supportive Services Categories and Cost Guidelines
- Adopt Updates: 900.908 - Eligible Training Provider List

RECOMMENDATION: This item is recommended for information and possible action.

Open Meeting Law Update

(15 minutes David Welch)

City of Phoenix Clerk Department Management Assistant II David Welch will provide an Open Meeting Law (OML) overview that will cover the key guidelines and Board Member responsibilities to ensure compliance with OML.

RECOMMENDATION: This item is recommended for information, and discussion only.

PBWD Board Fiscal Update

(15 minutes Gustavo Nava)

City of Phoenix Community and Economic Development Fiscal/Budget Supervisor Gustavo Nava will share an updated Fiscal Report, including PY 23 and PY 24 expenditures.

RECOMMENDATION: This item is for information, discussion and possible action.

Board Chair Updates

(10 Minutes Patrick Fitzhugh)

PBWD Chair Patrick Fitzhugh will share Board updates with committee members, including action items and opportunities for Phoenix Business and Workforce Development Board (Board) Members to support Board strategic initiatives.

RECOMMENDATION: This item is recommended for information and discussion.

Rapid Response

(20 minutes James Montoya)

ARIZONA@WORK City of Phoenix Project Manager James Montoya and ARIZONA@WORK City of Phoenix Business Services Representative Christina Lira will provide information about Rapid Response and no-cost services available to employers and employees impacted by a workforce reduction.

RECOMMENDATION: This item is for information and discussion.

Monitoring Update

(15 minutes Laura Whitehead)

ARIZONA@WORK City of Phoenix Performance Compliance Manager Laura Whitehead will share the proposed 2025-26 PBWD Board Monitoring schedule for approval.

RECOMMENDATION: This item is for information, discussion and possible action.

Future Agenda Items

(Patrick Fitzhugh)

Call to The Public & Announcements

(Patrick Fitzhugh)

Adjournment

(Patrick Fitzhugh)



**Phoenix Business and Workforce Development Board
Meeting Minutes
May 8, 2025 – 9:15am**

Board Members Present:

Daniel Barajas	Emily Paulson
Christian Bearden	Alison Rapping
Karen Carter	Claudia Reilly
Pearl Esau	Stephanie Rimmer
Lorraine Field	Jason Schaffner
Patrick Fitzhugh (Vice-Chair)	Dean Scheinert
Kaaren-Lyn Graves	John Soto
Mavrick Knoles	Drew Trojanowski
Ginger Lane	Sam Wolo (Chair)
Jesús Love	

Board Members Absent:

Susana Armijo	Meghan McGilvra
Neda Boyce	Brandon Ramsey
Scott Holman	Raghu Santanam

Public Attendees:

Eddie Barojas	James Montoya
Susan Ciardullo	Juliana Panqueva
Elizabeth "E" Cole	Jovana Parkhouse
Dominic Cota	Deseret Romero
Erik Engdahl	Wathsna Sayasane
Sandra Enriquez	Steve Strong
Diana Figueroa	Rebecca Tierney
Thomas Flynn	Ariadna Valentin
Deb Furlong	Cynthia Vega
Carol Gardner	Justin West
Tyler Haskell	Laura Whitehead
Matalie Hastings	Beverly Wilson
Mari Hicks	Hugh Wolf
LaSetta Hogans	Janette Zarate
Graciela Jauregui	
Eric Knight	
Christina Lira	
Hayden Maynard	



1. Call to Order:

Phoenix Business and Workforce Development Board (Board) Chair Sam Wolo called the May 8, 2025, Board Meeting to order at 9:15 a.m. Roll call was completed and a quorum of 15 members were present.

Board Member Lorraine Field joined the meeting at 9:21am.

Board Member Stephanie Rimmer joined the meeting at 9:23am.

Board Member Dean Scheinert joined the meeting at 9:27am.

2. Economic Development Update:

City of Phoenix Community and Economic Development (CED) Director Christine Mackay shared an update on the City of Phoenix's economic development:

- Phoenix has been the fastest-growing city over the past decade, with a focus on both the quantity and quality of growth.
- The unemployment rate remains low at 3.4% as of March 2025.
- The average household income has risen from \$54k to almost \$94k over the past decade. The average wage for new jobs has also increased from \$36k to \$84k.
- Education attainment has risen among residents, in 2010, 53% of residents had some college or higher; 67% today. The increase reflects the investment in educational partnerships with the local universities.
- Phoenix has attracted diverse industries including cybersecurity, semiconductors, aerospace, and defense.
- Phoenix is a top destination for foreign direct investment, ranked 6th globally.
- The Taiwan Semiconductor Manufacturing Company's (TSMC) \$165 billion investment is a cornerstone of the city's economic growth, expected to create 62k jobs at full build-out.
- Phoenix ranks high in job growth and educational advancements in life sciences at 8.5% job growth rate and hosts major healthcare and research institutions such as the Mayo Clinic and Dignity Health - St. Joseph's Hospital and Medical Center.
- Investments are being made in infrastructure to support growth, including new business parks and residential areas.

Christine also shared challenges ahead for Phoenix including the shortage of construction workers, rapid advancements in quantum computing, and Artificial Intelligence (AI), which are expected to transform industries more rapidly than any other previous technological shift and the sustainability and growth efforts to manage strategically the growth of the infrastructure investments to remain a recession-proof city.

Board Member Stephanie Rimmer asked if there are any plans for the use of

airline travel for exports. Christine shared that there is a focus on expanding cargo capabilities at Sky Harbor and Deer Valley Airports to support export growth.

Board Member Dean Scheinert asked what the budget impact of these developments over the next five years will be. Christine shared that the financial impact of these developments is expected to generate significant revenue for the City, which will be invested back into infrastructure such as parks, libraries, streets, and water etc.

3. Approval of the March 27, 2025 Board Meeting Minutes:

A motion to approve the March 27, 2025 Board Meeting Minutes was made by Board Member Karen Carter and seconded by Board Member Ginger Lane.

Approved: Daniel Barajas, Christian Bearden, Pearl Esau, Lorraine Field, Patrick Fitzhugh (Vice-Chair), Kaaren-Lyn Graves, Mavrick Knoles, Jesús Love, Alison Rapping, Claudia Reilly, Stephanie Rimmer, Jason Schaffner, Dean Scheinert, John Soto, Drew Trojanowski and Sam Wolo (Chair)

Opposed: None

Motion passed

4. ARIZONA@WORK City of Phoenix Fiscal Report Update:

COP Human Services Department (HSD) Interim Accountant Supervisor Juliana Panqueva provided a fiscal update of the current Workforce Innovation and Opportunity Act (WIOA) Local Area budget allocations from PY23/FY24 and PY24/FY25 through March 31, 2025.

Juliana shared that a transfer of \$800k funds was made from FY25 to FY24 Adult Program to spend down the PY23/FY24 budget allocations. This update will be reflected in the next report.

Board Member Stephanie Rimmer made a motion to approve the Workforce Innovation and Opportunity Act (WIOA) Budget Report for Program Year 23/Fiscal Year 24 and Program Year 24/Fiscal Year 25 through March 31, 2025 and Board Member Daniel Barajas seconded the motion.

Approved: Christian Bearden, Karen Carter, Pearl Esau, Lorraine Field, Patrick Fitzhugh (Vice-Chair), Kaaren-Lyn Graves, Mavrick Knoles, Jesús Love, Alison Rapping, Claudia Reilly, Jason Schaffner, Dean Scheinert, John Soto, Drew Trojanowski and Sam Wolo (Chair)

Abstained: Ginger Lane

Opposed: None

Motion passed

5. Consent Agenda:

Board Chair Sam Wolo presented the consent agenda, items on the consent agenda are meant for updates and approval only, and they are usually approved with a single vote.

The consent agenda was:

- Sunset of policy sunset of policy 800.803 – Rapid Response
- Adoption of 800.804 – Rapid Response and National Dislocated Worker Grant Policy.

Board Member Karen Carter made a motion to approve the consent agenda and Board Member Christian Bearden seconded the motion.

Approved: Daniel Barajas, Pearl Esau, Lorraine Field, Patrick Fitzhugh (Vice-Chair), Kaaren-Lyn Graves, Mavrick Knoles, Ginger Lane, Jesús Love, Alison Rapping, Claudia Reilly, Stephanie Rimmer, Jason Schaffner, Dean Scheinert, John Soto, Drew Trojanowski and Sam Wolo (Chair)

Opposed: None

Motion passed

6. Officer Elections Update:

Board Executive Director LaSetta Hogans shared the Board's election results and voting process to elect a new Chair and Vice-Chair. According to the Board's Bylaws, the Executive Leadership Committee identified eligible business members for the roles of Chair and Vice-Chair based on their engagement and attendance. The voting took place online via Govenda from April 14 to April 25. LaSetta thanked all Board Members who participated in the process and announced:

- Vice-Chair Patrick Fitzhugh was elected as the new Board Chair.
- Board Member Brandon Ramsey was elected as the new Vice-Chair.

7. Board Chair Updates:

ELC Chair Sam Wolo celebrated and highlighted the Board's achievements from July 1, 2023 – present:

- Completed Board SWOT analysis and identified what worked well and what needed adjustment;
- Approved five Board polices;
- Hosted and collaborated in two Central Arizona Workforce Forum in partnership with Pinal and Maricopa County Workforce Board Partners;
- Notable Board events: Mobile Career Unit's Ribbon Cutting Event, hiring events and job fairs; and
- Formed steering committees to achieve the Board goals

Sam emphasized the importance of maintaining momentum and thanked the

Board members for their dedication.

8. Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA):

Board Member Stephanie Rimmer shared the Align Investment Steering Committee's Memorandum of Understanding (MOU) and Infrastructure Funding Agreements (IFA) recommendations:

- Update terms, dates, locations, services, and contact information for providers.
- Current partnerships were updated.
- Added Phoenix Mobile Career Unit
- Board Strategic Plan: Updated mission, vision, and goals to align with the 2023-2026 strategic plan.
- Emphasized the usage of the referral platform United Us to help facilitate the referral process among the partners.
- Added a new section that details the shared costs between Title II and Title I-B programs. This includes agreements on fund sharing and responsibilities like metrics, outreach materials, training costs, and event participation.
- Added a fund allocation section that allows funds to be accessed by all partners, allowing Title I-B to invoice Title II for set-aside funds, with 90% for direct services and 10% for shared costs. Leftover funds not used by May 1 of the fiscal year can be used to support the One-Stop Operator services or other initiatives.

Board Member Karen Carter asked if the MOU/IFA will be updated once the new Strategic Plan is in place and if the newly elected Board Chair's name will be updated to ensure the MOU/IFA is enforceable after it is signed. Stephanie shared that the agreement is expected to be reviewed every six months.

Board Member Jesús Love made a motion to approve the Align Investment Steering Committee's recommended changes to the Memorandum of Understanding and Infrastructure Agreement between Phoenix Business and Workforce Development Board and the Workforce System Partners and Board Member Ginger Lane seconded motion.

Approved: Daniel Barajas, Christian Bearden, Karen Carter, Pearl Esau, Lorraine Field, Patrick Fitzhugh (Vice-Chair), Kaaren-Lyn Graves, Mavrick Knoles, Alison Rapping, Claudia Reilly, Stephanie Rimmer, Jason Schaffner, Dean Scheinert, John Soto, Drew Trojanowski and Sam Wolo (Chair)

Abstained: Jesús Love

Opposed: None

Motion passed

9. Board Bylaws Update:

Board liaison Hayden Maynard Board Liaison Hayden shared the Board Bylaw recommended updates:

- The Arizona Office of Economic Opportunity recommended for an expansion of the Board's role in convening stakeholders.
- Membership Requirements for Title Partners and Workforce Representatives: Representatives should have optimum policymaking or hiring authority.
- Committee Meetings: A recommendation of one meeting per quarter.
- Chair's Role and Opportunities: Detailed the Chair's role to engage with the community, collaboration with other local workforce partners, and participate in annual workforce updates with the City Council.

Board Member Karen Carter asked about the placement of the new language in specific sections of the document to ensure the language accurately reflects its intended purpose and alignment within the document's structure. Hayden shared that the proposed edits will be made to ensure the proposed updates/language are in the right section in the document for better clarity.

Board Member Stephanie Rimmer made a motion to approve the adoption of the recommended changes to the Phoenix Business and Workforce Development Board Bylaws and Board Member Karen Carter seconded the motion.

Approved: Daniel Barajas, Christian Bearden, Karen Carter, Pearl Esau, Lorraine Field, Patrick Fitzhugh (Vice-Chair), Kaaren-Lyn Graves, Mavrick Knoles, Ginger Lane, Jesús Love, Alison Rapping, Claudia Reilly, Stephanie Rimmer, Jason Schaffner, Dean Scheinert, John Soto, Drew Trojanowski and Sam Wolo (Chair)

Opposed: None

Motion passed

10. Performance and Compliance Update:

ARIZONA@WORK City of Phoenix Quality Assurance Analyst Diana Figueroa provided an update on the Performance and Compliance team's monitoring activities and detailed the audits and performance oversight from July 2024 to the present. Diana highlighted the fiscal monitoring, state advocate site visits, data validation and programmatic file review audits. Diana also shared the ongoing file reviews of the Phoenix Promise program, workforce development board recertification and local monitoring activities.

ARIZONA@WORK City of Phoenix Eligible Training Provider Coordinator Mari Hicks provided an overview and update on the eligible training provider/list:



- In Phoenix there are 41 approved providers with 111 approved programs focused on the City's five targeted sectors: construction, healthcare, manufacturing, Informational Technology, and professional services.
- As of April 2025, the Department of Economic Security (DES) Quality Assurance Integrity Administration will audit training providers for compliance with business licenses, ADA standards, and performance data accuracy. Mari will continue monitoring the training program details (costs, refund policy etc.) and ensuring policies are updated.
- Mari is part of the Office of Economic Opportunity's Training Effectiveness Work Group and shared updates on evaluating the impact of program participants training completions including employment and wages outcomes.
 - The workforce evaluation summary included participants that entered and completed a training program and other specific data to analyze the outcomes from 2020 to 2023. Some of the key findings include 78% of training completions in the health and transportation professions. The employment outcomes were highest in Homeland Security, Law Enforcement and Health professions.
 - The work group will continue analyzing data to assess the consistency of training, participation and outcomes in key sectors.

11. Future Agenda Items:

- Board Member Jesús Love asked for the Board to be kept informed/updated about the 62k projected jobs at TSMC due to an uptick in upskilling services of Taiwanese community members at some of the Title II provider locations.

12. Call to The Public and Announcements:

- Susan Ciardullo from the Arizona Private School Association thanked ARIZONA@WORK City of Phoenix staff for being part of the planning committee of the 18th Annual Training EXPO event held in January.
- Board Member Jesús Love invited everyone to attend a dedication ceremony for the new Literacy Phoenix downtown location scheduled for Thursday, May 15 at 4pm.
- Title II Partner Elizabeth "E" Cole thanked everyone who worked on the MOU/IFA agreement and getting it approved with a special shoutout to Jesús Love, Brandon Ramsey, and Stephanie Rimmer.

13. Adjournment:

PBWD Board Vice - Chair Patrick Fitzhugh adjourned the meeting at 11:05 a.m.



Memorandum

To: Executive Leadership Committee (ELC)
From: LaSetta Hogans, Executive Director, PBWD Board
Subject: ARIZONA@WORK PBWD Board Policy Updates
Date: August 14, 2025

INTRODUCTION:

The purpose of this memo is to give notice to the Phoenix Business and Workforce Development Board's Executive Leadership Committee (ELC) of proposed changes to the following policy:

Sunset Youth Programs

300.308 – Support Services, Cost Guidelines, and Needs Related Payments

It is recommended to sunset this policy in favor of two new Youth supportive services policies that more closely align with State policy and with ARIZONA@WORK City of Phoenix Adult and Dislocated Worker support services policies.

The following new policies are proposed for adoption:

Youth Programs

300.308 – Youth Supportive Services: Eligibility

300.309 – Youth Supportive Service Categories and Guidelines

These policies will be considered by the Executive Leadership Committee on August 13, 2025. However, if you have questions regarding the policies please contact Hayden Maynard, PBWD Board Liaison at hayden.maynard@phoenix.gov.



300.308– Youth Supportive Services: Eligibility

This policy closely aligns with ARIZONA@WORK City of Phoenix Policy 500.501: Eligibility for Supportive Services, most recently updated on September 25, 2024. The key differences as they pertain to the Youth program are:

V. Policy

A. Requirements (Pg 1-2)

2. To be reasonable, the product or service must be consistent with comparable market prices by a comparison of the product or service from at least two or more vendors. In some instances, commonly used supportive services may have already been determined reasonable by the subrecipients and subgrantees through their formal procurement processes with specific vendors.

B. Eligibility (Pg 2)

5. Supportive services that allow the youth to participate in a work experience program can count toward youth service provider's required 20 percent minimum work experience expenditure.

C. Follow-Up Services (Pg 2)

The youth program does allow the provision of supportive services as a follow-up service to ensure the youth is successful in employment and/or post-secondary education and training. As noted in Policy 300.309 Supportive Service Categories, there may be additional eligibility criteria based on the specific service.

G. Needs Related Payments (Pg 4)


Needs-Related Payments (NRP) provide financial assistance to Youth program participants for the purpose of enabling individuals to participate in training activities. Individuals must be enrolled in a WIOA training program to receive needs-related payments. Payments can be provided if the participant has been accepted in a training program that will begin within 30 calendar days.

Documentation for NPRs

To receive needs-related payments a youth must:

1. Be a low-income individual and;
2. Be unemployed and;
3. Not qualify for (or have ceased to qualify for) Unemployment Insurance; and
4. Be enrolled in a program of training services.
5. Youth concurrently enrolled in the WIOA Title I-B Adult Program and the WIOA

Title I-B Youth Program must be eligible under criteria applicable to the respective program and the services received. Cash assistance (i.e. incentives) and needs-related payments are not allowable follow-up services after exiting the program.

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	<i>Revised Date:</i>	<i>Section # & Title:</i> 300 – Supportive Services	
Phoenix Business and Workforce Development Board (approval authority)	<i>Orig. Date Approved:</i> 02/14/2019	<i>Subject # & Title:</i> .308 Eligibility	

I. APPLICABILITY/SCOPE

This policy applies to all Workforce Innovation and Opportunity Act (WIOA) Title I-B subrecipients and sub-awardees delivering workforce development Adult, Dislocated Worker, Youth and Arizona Quality Jobs, Equity, Strategy, and Training Disaster Recovery National Dislocated Worker Grant (QUEST DWG) programs and services.

II. PURPOSE

This policy addresses the use of Workforce Innovation and Opportunity Act (WIOA) funds for supportive services to eligible individuals enrolled in the Youth program.

III. BACKGROUND

Supportive services, such as transportation, childcare, vision care, work-related clothing, and certifications can be provided to eligible individuals while participating in WIOA Youth Title IB career or training services to assist in the removal of obstacles that are hindering their efforts to successfully secure and retain permanent employment. In addition to being necessary to participate, the provision of supportive services must also be allowable and reasonable, per general cost principles, both in cost and in the item/service being purchased; not otherwise available to the participant; and tied to a specific service. Supportive services are based on financial need and not an entitlement.

IV. DEFINITIONS

AJC Service Dictionary – is a published list of all services and definitions available to WIOA Title IB Youth .

The list is categorized as a Youth program design element service.


V. POLICY

A. Requirements

Supportive services must be made available for participants who may need additional assistance as determined through comprehensive assessments. These assessments, and all supportive services provided, must be documented in the participant’s Individual Employment Plan (IEP) or Individual Service Strategy (ISS), as well as appropriately recorded in the Arizona Job Connection service and training plan and justified in case notes. Supportive services are one of the 14 program elements in the Youth program.

Supportive services must only be provided through WIOA Title IB Youth program when the individual is unable to obtain supportive services through other programs that provide such services. The provision of them must be necessary and reasonable.

1. To be necessary, there must be documentation of the need for the particular supportive service that is tied to a career or training service.
2. To be reasonable, the product or service must be consistent with comparable market prices by a comparison of the product or service from at least two or more vendors. In some instances, commonly used supportive services may have already been determined reasonable by the

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subrecipients and subgrantees through their formal procurement processes with specific vendors.

3. Supportive services cannot be the first or the only service provided.

B. Eligibility

WIOA authorizes the use of Youth funds for the provision of supportive services to eligible individuals who are:

1. Actively participating in career or training services to secure and retain employment;
2. Unable to afford such services;
3. Unable to obtain supportive services through other programs that provide such services; and
4. Complying with program requirements.
5. Supportive services that allow the youth to participate in a work experience program can count toward youth service provider's required 20 percent minimum work experience expenditure.

C. Follow-Up Services

The Youth program does allow the provision of supportive services as a follow-up service to ensure the youth is successful in employment and/or post-secondary education and training. As noted in Policy #300.309 Supportive Service Categories, there may be additional eligibility criteria based on the specific service.


D. Allowable Supportive Services

Supportive services include, but are limited to, the list below. Additional requirements and guidelines can be found in [Policy #300.309, Supportive Service Categories and Cost Guidelines](#).

1. Linkages to community resources;
2. Transportation assistance;
3. Child care and dependent care assistance;
4. Lodging;
5. Needs-related payments;
6. Education testing assistance
7. Reasonable accommodations for individuals with disabilities;
8. Referrals to health-care;
9. Work-related expenses;
10. Training-related assistance;
11. Payments and fees for employment and training-related applications, tests, and certifications;
12. Rental and utility assistance;
13. Reimbursement for cellular or internet service needed to create a wireless connection for distance learning, searching for employment, and job retention;
14. Software needed for career services, training related activities or job placement.

The following list of supportive services, while not commonly used, is allowable:

1. Car insurance for up to one calendar quarter or three months (requires detailed justification and assurances of proper vehicle registration and licensing);

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2. Vehicle registration and licensing (requires detailed justification that the vehicle is the only means of transportation available and that public transportation cannot meet the participant's needs);
3. Haircuts, personal grooming and hygiene needs; and
4. Membership fees if required to obtain a credential.


E. Supportive Service Prohibitions

1. Payment toward goods or services incurred or received prior to the participant's enrollment in a WIOA Title IB Youth program;
2. Fines and penalties such as traffic/moving violations, parking tickets, fines for late utility payments, other late finance charges, and interest fees;
3. Taxes, except for sales taxes and gasoline taxes, such as income taxes, and business/payroll taxes (for employers);
4. Child support;
5. Entertainment, including tips;
6. Titled or deeded items or when recovery of the expense is anticipated (*Examples include vehicle or mortgage payments; rent or housing deposits; homeowners' insurance; and property taxes.*)
7. Alcohol, tobacco products or firearms;
8. Legal fees, such as bail and restitution;
9. Debts that have been turned over to a collection agency;
10. Union dues and dues for any organization substantially engaged in lobbying;
11. Business start-up costs; and
12. Other career services and training services, when the actual service provided meets the definition of another career or training service on the AJC Service Dictionary.

F. Reimbursements

Although most payments for supportive services are to be made directly to the vendor through the issuance of a Supportive Services Authorization voucher, there are situations where the Supportive Services Authorization voucher is not accepted by a vendor, can cause a delay or hardship in the service being provided timely, payment can only occur online, or payment must occur in order to access or enroll for the service (such as online exams or testing for certification). In these situations, reimbursement to the participant is appropriate. Guidelines for reimbursements include:

1. Reimbursements can only occur when discussed ahead of the provision of or receipt of the service.
2. Backdated requests are prohibited as are requests for reimbursements for items already purchased.
3. Reimbursement should not exceed \$1,000 and must be supported by documentation indicating that the participant incurred debt as a result or made special arrangements to obtain the funds. One of the criteria as noted in Section B is that the participant cannot afford to pay for such services.
4. Requests for reimbursement that exceed \$1,000 must have supervisory approval accompanied by detailed case notes as to the justification for doing so. An example would be that the actual cost of the testing for certification exceeds \$1,000.

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5. Examples of common requests for reimbursement include: fees for occupational testing for certifications or licenses; internet access; immunizations, drug screens, and physicals; fingerprint and background checks; and specialized uniforms or clothing for training or work.

G. Needs Related Payments

Needs-Related Payments (NRP) provide financial assistance to Youth program participants for the purpose of enabling individuals to participate in training activities. Individuals must be enrolled in a WIOA training program to receive needs-related payments. Payments can be provided if the participant has been accepted in a training program that will begin within 30 calendar days.

Documentation for NPRs To receive needs-related payments a youth must:

1. Be a low-income individual and;
2. Be unemployed and;
3. Not qualify for (or have ceased to qualify for) Unemployment Insurance; and
4. Be enrolled in a program of training services.
5. Youth concurrently enrolled in the WIOA Title I-B Adult Program and the WIOA

Title I-B Youth Program must be eligible under criteria applicable to the respective program and the services received. Cash assistance (i.e. incentives) and needs-related payments are not allowable follow-up services after exiting the program.


H. Documentation

There are two types of documentation required for supportive services, source documentation and service provision documentation:

1. **Source documentation** – establishes the details that substantiates the action, providing the basic facts such as date, purpose and amount of the service/purchase; includes such things as a cost estimate, utility bill, or for reimbursements, the actual receipt. The Supportive Services Authorization voucher is part of source documentation as it includes the relevant participant information as well as supervisory approvals. Self-disclosure or applicant statements are not source documentation.
2. **Service provision documentation** – evidence that the service has been received, such as a receipt, invoice for payment, signature of receipt for a bus pass, etc. This also includes appropriate data entry into Arizona Job Connection and case note justification.

All documentation that supports the issuance of supportive services, such as receipts, invoices, estimates, and billing statements, must be retained in the electronic participant file or uploaded into the participant's file in Arizona Job Connection. Other documentation requirements can be found on Policy #300.309, specific to the type of supportive service. In addition:

1. Case notes must indicate why the service(s) is/are necessary and the determination of need; and
2. Case notes must indicate other attempts to secure the services.

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VII. POLICY MANAGEMENT REQUIREMENTS

Administrative revisions to the policy may be made by the Phoenix Business and Workforce Development (PBWD) Board Executive Director, with notice to the PBWD Board’s Executive Leadership Committee. All other substantive revisions will go to the PBWD Board’s Executive Leadership Committee for review and recommendation to the PBWD Board for approval.

VIII. ADDITIONAL OR MISCELLANEOUS INFORMATION

[DES/WIOA Supportive Services Policy, Section 400](#)

Name	Email	Page	Comment	Response
Amelia Schofield	amelia.schofield@nmphx.com	300.308, p. 2	<p>Under to be reasonable, is the price comparison requirement still applicable—even for small-dollar purchases? Could a minimum threshold for what needs to be considered reasonable? As some supportive services are as little as \$5-10 for training materials and supplies.</p>	<p>Will be updated with this wording: Use this wording for V. Policy, A. Requirements, 2.: To be reasonable, the product or service must be consistent with comparable market prices by a comparison of the product or service from at least two or more vendors. In some instances, commonly used supportive services may have already been determined reasonable by the subrecipients and subgrantees through their formal procurement processes with specific vendors.</p>




300.309: Supportive Services Categories and Cost Guidelines

This policy closely aligns with Policy 500.502: Supportive Services Categories and Cost Guidelines, most recently updated on January 24, 2024. The key difference as it pertains to the Youth program is:

V. Policy

- A. **Work and Training Experiences (Page 2):** Added note that Supportive Services that allow a youth participant to participate in a work experience (WEX) can count toward a provider's required 20% WEX expenditure.

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I. APPLICABILITY/SCOPE

This policy applies to all Workforce Innovation and Opportunity Act (WIOA) Title I-B subrecipients and sub-awardees delivering workforce development Youth programs and services.

II. PURPOSE

This policy describes the allowable uses of Workforce Innovation and Opportunity Act (WIOA) funds for supportive services to eligible individuals enrolled in the WIOA Youth programs.

III. BACKGROUND

Supportive services, such as transportation, child care, vision care, work-related clothing, and certifications can be provided to eligible individuals while participating in career or training services to assist in the removal of obstacles that are hindering their efforts to successfully secure and retain permanent employment. The provision of supportive services must be necessary for participation in career or training services; allowable and reasonable, per general cost principles, both in cost and in the item/service being purchased; not otherwise available to the participant; and tied to a specific service. Supportive services are based on financial need and not an entitlement.

IV. DEFINITIONS

None


V. POLICY

Subrecipients and sub-awardees will follow their internal procurement and reimbursement procedures for the purchase of the allowable supportive services. The following are the categories of allowable supportive services, individual descriptions and any additional criteria or eligibility required for that service. The most commonly used services are professional clothing, interview clothing, vision care, professional and work-related footwear, and tools. All other requirements for the provision of Supportive Services can be found in [Policy #300.308, Eligibility for Supportive Services](#).

A. Work and Training Related Expenses

A participant may receive **training related** assistance as a type of supportive service when an instructor or institution deems that all students participating in the training must have the items to complete the course. Licenses and certification and testing fees, not already a part of training program costs*, may be paid when the license, certification or the successful completion of the test is required to legally work in the occupation, is required by a specific employer for the individual to obtain employment or will result in a recognized credential.

*Please note the listed **training related** expenses do not include expenses already covered in an Occupational Training Authorization/Account.

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Work related expenses include items necessary for a participant to successfully interview and/or start a job.

Types of **work and training related** expenses include, but are not limited to:


1. Interview clothing, to include accessories and shoes appropriate for the interview;
2. Professional clothing, to include business attire, accessories and shoes once employment is obtained;
3. Professional uniforms, as required for training and/or suitable for the type of employment obtained;
4. Shoes, such as safety boots/shoes and others required for work;
5. Blood pressure cuffs, scrub watches, and other healthcare related items;
6. Occupational licensing fees;
7. Vision care services, to include vision exam, frames, and lenses;
8. Tools;
9. Childcare (refer to specific guidelines on page 3);
10. Certifications; occupational credential; background and fingerprinting; health screenings and immunizations; drug testing; and other **work and training related** testing fees; and
11. High-school equivalency application and testing fees
12. Reimbursements for cellular or internet service needed to create a wireless connection for distance learning, searching for employment, and job retention;
13. Software and electronic devices such as laptops needed for career services, training related activities, or job placement.
14. Food at a reasonable cost to assist or enable participants to participate in allowable program activities and to assist participants employment and training goals per established guidelines; and
15. Reimbursement for the purchase of documentation needed for participants to meet employment authorization requirements.

*Supportive services that enable a WIOA Youth to participate in work experience can count towards the 20 percent required WEX expenditure.

B. Emergency Expenses

Emergency expenses are allowable on a case-by-case basis and may include, but are not limited to, payments for:

1. Utility assistance for overdue bills (electric, gas, water)
 - a. Check availability of service with the local community action program;
 - b. Obtain documentation to show pending shut-off or overdue bills;
 - c. Cannot pay late fees or refundable deposits.
 - d. If a utility bill is not in the participant's name, confirm the address for the utilities matches the participant's address in Arizona Job Connection.
2. Rental assistance
 - a. Check availability of service with the local community action program;
 - b. Cannot pay late fees or refundable deposits.
3. Dental (cosmetic or health related) services

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4. Vehicle registration and licensing (registered under the participant’s or family member’s name and verified)
5. Automobile
 - a. Repairs
 - i. Is the primary source of transportation and is of immediate need; and
 - ii. Must be in the ownership of the participant or family member listed on the Applicant Statement, family size section (must view current registration and case note such).
 - iii. Normal maintenance costs not authorized.
 - iv. Repair costs cannot exceed vehicle value.
 - b. Purchase
 - i. Is necessary to participate in training and obtain and/or retain employment.
 - ii. No other means of transportation services available between home and location of training and/or employment.
 - iii. Must be able to obtain and provide proof of valid Driver’s License and auto liability insurance.
 - iv. Purchase price must not exceed \$5,000.

C. Transportation Assistance

Transportation assistance ensures a participant’s mobility between home and the location of career and training services. Assistance may include bus/light rail passes or gas vouchers or cards determined reasonable and necessary for a participant to participate in training and/or obtain and retain employment. The Youth program, through its contractors, may also provide taxi/rideshare assistance.


The purpose of fuel cards, and bus passes is to enable a participant to participate in workshops; individual appointments related to training, training research or their work search; assessment meetings; and job interviews. The fuel cards and bus passes are also intended for those who are participating in employment work readiness training, training services, and other longer-term career pathway services for an extended period of time. Participants who are conducting an active job search may be issued bus passes, however staff should evaluate their progress toward employment before continuing to issue subsequent passes.

The need to continue issuance of fuel cards bus passes for longer-term career and training services should be re-evaluated periodically. Automatic issuance should not occur for the entire duration nor should the expectation of such be created.

D. Child Care

Child care assistance ensures proper care of children while the parent or guardian is participating in career and/or training services. The child care provider must be certified by the Arizona Department of Economic Security (DES), and documentation must be obtained and placed in the participant’s case file in that regard. Payment and eligibility will follow the guidelines set forth by DES.

- a. For assistance in finding a certified provider, visit: <https://www.azccrr.com/>

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b. Income eligibility and Maximum Reimbursement Rates and can be found:

[Maximum Reimbursement Rates for Child Care \(08/24\)](#)

E. Other Allowable Services

Other supportive services that are not commonly used or not otherwise noted may be allowable in certain circumstances. They, too, require appropriate documentation to demonstrate the need, the proposed cost, and the completion of the service:

1. Haircuts, personal grooming and hygiene needs (for employment purposes)
2. Legal aid services (there are no-cost options available, so documentation would need to indicate why other resources do not meet the needs of the participant)
3. Out-of-area job search
 - a. Must have documentation of job interview;
 - b. Mileage reimbursement based on the Internal Revenue Service prevailing rate;
 - c. Lodging;
 - d. Per diem for meals (per City of Phoenix rates); and/or
 - e. Cost of air travel.
4. Relocation to a new job
 - a. Must have employment verification;
 - b. Moving expenses;
 - c. Mileage reimbursement based on the Internal Revenue Service prevailing rate; and/or
 - d. Per diem for meals (per City of Phoenix rates).
5. Reasonable accommodations for individuals with disabilities
 - a. Are not otherwise the responsibility of the training provider or employer;
 - b. Translation services arranged through a City of Phoenix contractor. Contact the WIOA EEO/ADA Officer.
6. Membership fees, if required to obtain a credential

F. Cost Guidelines

Funds are not sufficient nor expected to assist a participant with all needed supportive services. Rather, they provide temporary assistance. Therefore, subrecipients must determine which are most immediate and most critical to program success based on the initial and subsequent assessment of skill level and supportive service needs. Cost limits are established by subrecipients as reasonable guidelines but are not the standard for every situation.

VI. POLICY MANAGEMENT REQUIREMENTS

Administrative revisions to the policy may be made by the Phoenix Business and Workforce Development (PBWD) Board Executive Director, with notice to the PBWD Board's Executive Leadership Committee. All other substantive revisions will go to the PBWD Board's Executive Leadership Committee for review and recommendation to the PBWD Board for approval.

VII. ADDITIONAL OR MISCELLANEOUS INFORMATION

None



Memorandum

To: Executive Leadership Committee (ELC)
 From: LaSetta Hogans, Executive Director, PBWD Board
 Subject: ARIZONA@WORK PBWD Board Policy Updates
 Date: June 12, 2025

INTRODUCTION:

The purpose of this memo is to give notice to the Phoenix Business and Workforce Development Board's Executive Leadership Committee (ELC) of proposed changes to the following policy:

Governance

900.908 – Eligible Training Provider List Policy

Revisions were made to the ARIZONA@WORK City of Phoenix ETPL Policy to align with the Workforce Arizona Council ETPL.

These policies will be considered by the Executive Leadership Committee on June 12, 2025. However, if you have questions regarding the policies please contact Hayden Maynard, PBWD Board Liaison at hayden.maynard@phoenix.gov.

900.908– Eligible Training Provider List Policy

IV. DEFINITIONS- Page 2-3

Added:

Code of Conduct Agreement: Outlines the responsibilities expected of training providers for the duration of their participation on the ETPL.

Initial Eligibility: Initial eligibility review process for training programs newly published on the ETPL that meets requirements to be published on ETPL; will have one year of initial eligibility.

Continued Eligibility: Subsequent eligibility review process for training programs to remain on ETPL. Review process conducted on a bi-annual basis contingent on initial eligibility approval date.

Training Providers: Businesses and schools approved to receive WIOA funding for training programs listed on the ETPL. Training providers are required to submit eligibility documentation at the time of application for eligibility review.



WIOA Participants: Individuals approved to participate in one or more Title 1B program.

Program Year: The period of July 1 through June 30

Arizona Job Connection: Case management system of record utilized by:

1. Arizona's case managers for participant case management;
2. Training providers to apply for and manage training program content; and
3. WIOA participants use to review training programs that qualify for WIOA program funding.

V. Policy

Section 2 Eligible Training Provider List Requirements- Page 5

Added- Training Providers will now be required to register with Sam.gov and provide proof of registration

Section 3 Initial Training Program Eligibility and Approval Process- Page 7 - 8

Section 4 Subsequent Training Program Eligibility Process- Page 7 - 8

Renamed: **Initial and Continued Eligibility Approval Process**

Added- merged the two sections and provided explanation on what training providers will expect during this approval and review process. Sections were merged to reduce redundancies.

Section 5 Training Program Performance Requirements- Page 8-9

Removed performance eligibility tables, as these requirements are discussed in **Section 4**.

Listed performance data that training providers are required to provide through the system of record.

Approval Time Limits (Formerly Section 6)(Pg 10)

This section was removed entirely to reduce redundancies.

Approval time limits are incorporated in:

- **ETPL Roles & Responsibilities**
- **Initial and Continued Eligibility Approval Process**
- **Payment and Enrollment Process**

Section 7 Payment & Enrollment Process- Page 10 - 11



Added- Section title was renamed to Payment Process

Added- Training providers are required to register as a vendor with City of Phoenix; this will allow training providers to track the status of invoices submitted.

Added- Information about what information is required on invoices.

Marketing and Outreach (Formerly Section 8)(Pages 11 – 12)

This section was removed entirely.

Information from this section was transitioned into Section 2: ETPL Roles and Responsibilities.

Section 10 Reciprocal Agreements- Pages 15-16

Added- Additional verbiage was added to provide clarity on how to manage out of state training providers from reciprocal states

Section 11 Denial or Removal of Training Providers and Programs- Pages 16 - 17

Clarified the grounds for denial or removal of training providers or programs from the policy.


Section 13 Training Provider Appeals - Page 18

Added the providers rights to appeal DES or Board action, added a link to the standard of work document that fully outlines the appeals process. The document was created in collaboration with DES.

Section VII Additional or Miscellaneous Information

Revised to incorporate responsibilities expected of training provider as it relates to professional behavior, effective communication, complaints and prohibitions

Links were also added for resources that supports ETPL policy

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I. APPLICABILITY/SCOPE

This policy governs the operation of the Eligible Training Provider List (ETPL) in the ARIZONA@WORK City of Phoenix Local Workforce Development Area (LWDA). This policy applies to training providers that currently have or are interested in listing programs on the ARIZONA@WORK City of Phoenix Eligible Training Provider List (ETPL) to receive Workforce Innovation and Opportunity Act (WIOA) funding.

II. PURPOSE

The purpose of this Phoenix Business and Workforce Development (~~PBWD~~) Board (Board) policy is to provide standards for inclusion, removal, and performance metrics for qualified training providers on the ETPL, as required by the WIOA. This policy enables the ~~PBWD~~ Board to create an effective list eligible training provider that promotes informed customer choice and performance accountability.

III. BACKGROUND

WIOA requires the [AZ-Arizona](#) Department of Economic Security (DES) to maintain a list of Eligible Training Providers (ETP), whose occupational skills training qualifies for funding through the WIOA Title 1B (Adult, Dislocated Worker and Youth training services). Arizona's ETPL is available on www.azjobconnection.gov (AJC), Arizona's case management and reporting system.

ARIZONA@WORK City of Phoenix staff ~~are dedicated to equipping customers ensure customers in need of training are equipped~~ with the skills and ~~qualifications required to successfully complete WIOA-funded training for successful completion of occupational training. To ensure quality and compliance, Only approved~~ Training Providers listed on the ETPL ~~may be used~~ are authorized for WIOA- funded training. Exceptions to the ETPL requirement apply to On-the Job Training (OJT), Incumbent Worker Training (IWT) and Customized Training, which are exempt from ~~the ETPL this~~ policy.

Registered apprenticeship programs are automatically eligible for inclusion on the ETPL if they are registered with the Arizona Apprenticeship Office. Registered apprenticeships are not governed by this policy. ~~The AZ-DES~~ governs ~~the~~ registered apprenticeships programs.


IV. DEFINITIONS

Industry Recognized Credential: ~~Industry recognized credentials-Credentials are those~~ that reflect the specific competencies needed for a given industry or occupational area.

Targeted Industry Sector: Industries targeted by the Phoenix Business and Workforce Development Board that reflect the occupational demand of the local area.

Registered Apprenticeship: ~~A Registered Apprenticeship is a~~ proven model of apprenticeship that has been validated by the Department of Labor and/or by ~~the AZ~~ DES.

Code of Conduct Agreement- Outlines the responsibilities expected of training providers for the duration of their participation on the ETPL.

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Initial Eligibility- Initial eligibility review process for training programs newly published on the ETPL that meets requirements to be published on ETPL; will have one year of initial eligibility.

Continued Eligibility- Subsequent eligibility review process for training programs to remain on ETPL. Review process conducted on a bi-annual basis contingent on initial eligibility approval date.

Training Providers- Businesses and schools approved to receive WIOA funding for training programs listed on the ETPL. Training providers are required to submit eligibility documentation at the time of application for eligibility review.

WIOA Participants- Individuals approved to participate in one or more Title 1B program.

Program Year- The period of July 1 through June 30.

Arizona Job Connection (AJC)- Case management system of record utilized by:

1. Arizona's case managers for participant case management;
2. Training providers to apply for and manage training program content; and
3. WIOA participants use to review training programs that qualify for WIOA program funding.

V. POLICY



A. ETPL ROLES & RESPONSIBILITIES

1. ~~Role of AZ DES, the designated State agency for administration of WIOA:~~
Establish criteria for initial eligibility and performance standards for subsequent eligibility.
 - a. ~~Develop and maintain the ETPL throughout Arizona~~Maintain statewide list of eligible training providers and programs approved by Local Workforce Development Boards (LWDB).
 - b. ~~Review training provider applications within 30 calendar days to determine if they meet requirements for approval, and programs approved by the local areas; place those approved on the ETPL within 30 calendar days.~~
 - c. ~~Notify training providers and local areas of training provider and program denials made by the State~~removals.
 - d. ~~Establish criteria for initial eligibility and performance standards for continued eligibility.~~
 - e. ~~Monitor training providers for compliance~~
 - f. ~~In consultation~~Consult with ~~the~~ local areas, verify program performance and remove those failing to meet performance.
 - g. ~~Take appropriate action against ETPL Training Providers~~ intentionally providing inaccurate information or violating WIOA requirements.


Refer to the ~~AZ DES ETPL~~Workforce Arizona Council ETPL Policy for details:

https://des.az.gov/sites/default/files/media/etpl_policy_final10_3_16.pdf?time=1629731444211

2. Role of ARIZONA@WORK City of Phoenix:



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- a. Ensure ARIZONA@WORK City of Phoenix service providers have access to the ETPL is distributed and used properly through the local area and possess a clear understanding of its functionality and application.
 - b. ~~Assist the AZ-DES with determining the Review~~ initial eligibility for training programs within 45 days of training providers.
 - c. Coordinate with the AZ-DES ETPL Coordinator to ensure that approved training programs are placed on the state-DES ETPL in a timely manner.
 - d. Monitor the ~~ETPL training providers~~ for compliance issues and to ensure performance data requirements are met.
 - ~~e. Review initial training programs for eligibility at the local level.~~
 - ~~f.e.~~ Research and collect cost and training program information related to programs from training providers.
 - ~~g. Implement the AZ-DES procedures used to determine continued eligibility of all programs listed on the ETPL.~~
 - ~~h.f.~~ Evaluate ~~the training provider~~ performance data of all training programs during the subsequent continued eligibility review to ensure-verify the data meets the minimum levels of performance-qualifications.
 - ~~i.g.~~ Consult with the AZ DES regarding the termination of an eligible training provider.
 - ~~j.h.~~ Initiate the removal of training programs that do not meet performance data standards and that are not in compliance with the ETPL requirements. of the WIOA. Notify training providers and the DES ETPL Coordinator regarding the denial of training programs.
 - ~~k. Notify the training providers and the AZ-DES ETPL Coordinator regarding the denial of training programs at the local level (LWDA).~~
 - ~~l.i.~~ Works with ~~the State of Arizona (DES)~~ to ensure there are a sufficient number and types of programs and training services. The programs should include training providers with expertise in the following areas:
 - i. Knowledge of assisting individuals with disabilities
 - ii. Knowledge of adult education and literacy activities
 - ~~m.j.~~ Provide the eligible training providers an opportunity to appeal a denial and a termination of a training program that includes the following:
 - i. Opportunity for a hearing at the local level;
 - ii. A timely decision; and
 - iii. A right to appeal the decision.
3. Role of Training Providers: Training Providers who apply to have their programs listed on the ETPL:
- a. ~~Fully c~~Complete the on-line ~~Arizona Job Connection (AJC)~~ application. for the appropriate local workforce development area. Once the application is started, the training provider will have 30 days to complete the AJC application and upload supplemental documents.

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- b. Submit ~~the Training Provider Assurances (WIO-1040A) form to the AZ-DES-ETPL Coordinator;~~ initial performance data based on all students that have attended training program prior to application submission within the 30-day AJC application timeframe.
- c. ~~Provide documentation as requested by the AZ-DES and local area.~~ Submit annual performance reported to the system of record during the required timeframe.
- d. ~~Submit initial and subsequent performance information.~~ Agree to and make performance data available to validate information submitted for reporting
- e. ~~Collect information on all students attending a training program for WIOA annual reports to the U.S. Department of Labor.~~
- e. Inform ARIZONA@WORK City of Phoenix of any ~~Update~~ changes or updates to provider and training program information in AJC. It is the responsibility of the training provider to ensure program information is accurate and always updated ~~at all times~~ through regular review of what is published.
 - i. Notify DES and ARIZONA@WORK City of Phoenix of changes such as point of contact, transition of school's location, impending sale, or closure; and update the system of record.
- f. Provide monthly progress reports on WIOA training participants; including copies of credentials received by WIOA participants to Career Advisors and contractor staff within 30 days of achievement and as requested.
- g. Develop a uniform method for contacting students for follow-up and establish procedures for recordkeeping. Notify the AZ-DES and the local area of changes in ETPL contact, a school move, sale, or closure.
- h. Create and maintain a database for collecting student performance, reporting data, and supplemental wage data.
- i. Provide access to student records for DES and ARIZONA@WORK City of Phoenix monitoring.
- j. Cannot withhold services or credentials to/for the WIOA participant for delayed payment of training services.
- k. May provide general information about WIOA and may not guarantee eligibility or enrollment. Training provider must not:
 - i. Advise students that they will be eligible for training services or WIOA funds to attend the training program;
 - ii. Promote the training program as free of cost through ARIZONA@WORK City of Phoenix; and
 - iii. Claim that a share of training costs is covered by ARIZONA@WORK City of Phoenix.

Training providers that have prospective students interested in training can refer them to the nearest ARIZONA@WORK job center: <https://arizonaatwork.com/locations/city-phoenix/city-phoenix-locations>

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B. Eligible Training provider List requirements

1. AZ-DES approves-reviews the following types of providers:
 - a. An institution of higher learning that provides a program that leads to recognized postsecondary credential
 - b. Entities that provide registered apprenticeship programs
 - c. Other public and private providers of training programs, including joint labor-management organizations and providers of adult education and literacy activities when such activities are provided in combination with occupational skills training
 - d. Local Boards, upon the state’s approval of a waiver.
2. Eligibility Requirements:
 - a. Be a Postsecondary Educational Institution eligible to receive federal funds under Title IV of the Higher Education Act of 1965; or a registered apprenticeship program; or other public/ private provider of training programs including community-based organizations.
 - b. Be licensed by the appropriate Arizona or Federal licensing authority such as the Arizona Board of Nursing, Arizona Board of Cosmetology, Federal Aviation Agency, etc. for a period of 12 months directly prior to application
 - c. Private post-secondary institutions not licensed by an Arizona or Federal authority must be licensed by the Arizona State Board of Private Post-Secondary Education
www.azppse.state.az.us
 - d. Register and maintain an active registration with the System for Award Management website: <https://sam.gov/content/home> and provide Unique Entity Identifier (UEI) when requested.
 - e.e. Register as a City of Phoenix vendor through the City of Phoenix Procurement website: <https://www.phoenix.gov/procure>.
 - f.f. Private post-secondary training providers, who apply for an Arizona Private Postsecondary license and are denied due to a determination that the training program is not vocational in nature, are not eligible to be listed on the ETPL.
 - e.g. Have a physical and permanent Arizona mailing address (Post Office or P.O. Boxes are not considered a physical address). This requirement does not apply to third-party training providers.
 - f.h. Be a legal entity authorized to conduct business in Arizona.
 - g.i. Have been in licensed operation at least 12 months prior to application (apprenticeship programs are exempted from this requirement) and can demonstrate a proven record of students successfully completing programs in accordance with the performance standards specified in **Section 4. Training Program Performance Requirements**.
 - h.j. Have a written and published refund policy. A policy stating no refunds is not acceptable.
 - i.k. Training providers of adult education and literacy activities that are provided in combination with occupational skills training, the training provider of the adult education must be listed on the Arizona Department of Education’s list of Adult Basic Education (ABE)

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in Basic Reading, Writing, and Mathematics Skills and GED® Preparation Classes. No additional licensing is required for the provider of the adult education. The provider of the occupation skills training must be licensed if a training license is required by law.

j-l. Have a written and published student grievance policy that provides the process for filing a complaint with the training provider.

k-m. Comply with non-discrimination and equal opportunity provisions of all Federal and State applicable laws:

- i. Section 188 of the Workforce Investment Act of 1998;
- ii. Section 188 of the Workforce Innovation and Opportunity Act of 2014;
- iii. 29 CFR 37, Title VI of the Civil Rights Act of 1964;
- iv. Age Discrimination Act of 1998;
- v. Sections 504 and 508 of the Rehabilitation Act of 1973;
- vi. Title IX of the Education Amendments of 1972;
- vii. Title II Subpart A of the Americans with Disabilities Act of 1990; and
- viii. The Genetic Information Nondiscrimination Act of 2008.

l-n. Training Providers that have been debarred by any state or by the federal government are not eligible to be on the ETPL.

m-o. Training programs must result in an Industry Recognized Credential as defined by the U. S. Department of Labor in the [Training and Employment Guidance Letter No. 15-10](#).

n-p. Training Providers must have the ability to:


- i. Offer programs that lead to recognized postsecondary credentials;
- ii. Meet the needs of local employers and participants;
- iii. Serve individuals with barriers to employment; and
- iv. Serve individuals who are employed.

o-q. Training Providers must offer training programs that are:

- i. Job driven training programs.
- ii. Aligned with industry sector strategies and career pathways; and/or
- iii. Related to ARIZONA@WORK City of Phoenix Targeted Industry Sectors:
 - o Healthcare
 - o Construction
 - o ~~Advanced Business Services~~ [Professional Services](#)
 - o Information Technology
 - o Manufacturing

3. INITIAL ~~AND CONTINUED TRAINING PROGRAM~~ ELIGIBILITY ~~AND~~ APPROVAL PROCESS

A. Initial Program Criteria: Once training providers are approved for inclusion on the ETPL, training programs may be added to ETPL for consideration. These programs are then evaluated for initial eligibility by ARIZONA@WORK City of Phoenix ETPL Coordinator. Training programs should align with in-demand industry sectors and occupations identified by the

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Board. Programs will not appear as WIOA-approved on the ETPL until final approval by ARIZONA@WORK City of Phoenix.



Program data submission requirements:

- i. Completeness of ETPL application in AJC: Training providers can add one or more programs to the AJC website if it supplies all required program level data for each program. Program data should include all students enrolled in the training program for the previous twelve months.
- ii. Credential attainment Rate (Percentage of students in a class that obtained the credential associated with the coursework) data provided for initial eligibility (must be at least 50%).
- iii. ii. Training provider must complete the Program Synopsis Template- Document must be completed in full, verifying the information aligns with program synopsis section in AJC. Information entered on this form must be entered in the designated section in AJC. and return it in Word format to the local area ETPL Coordinator.
- iv. iii. Training provider must complete the Training Program Credential Checklist: Complete the sections that align with the credential type the training program leads to and upload into AJC. (ATTACHMENT F) and return it in PDF format to the local area ETPL Coordinator.
- v. iv. ETPL Coordinator will review training programs for accuracy and completeness, including review of initial performance data. If training program is new, entering zero is permissible. If it is determined that the training program meets DES and ARIZONA@WORK City of Phoenix requirements, ETPL Coordinator will update training program status. Once approved, the training program will appear as WIOA-approved on the ETPL. Occupational demand in the local workforce area must show a least 5% growth projection.

4. SUBSEQUENT TRAINING PROGRAM ELIGIBILITY PROCESS

B. Subsequent Program Continued Eligibility Criteria

- i. All ETPL programs will be reviewed one year after initial approval eligibility expires and then bi-annually every two years for continued eligibility. for subsequent approval. All approved training providers are required to submit performance data on all training participants as required by WIOA Section 116(d)(4). In addition, ARIZONA@WORK City of Phoenix will review training provider performance specifically for WIOA participants.
- ii. The training providers that have programs subject to continued eligibility must adhere to the following criteria:
 - o Establish a format/system for reporting WIOA and non-WIOA students that have completed training;
 - o Enter performance data for all students (WIOA and non-WIOA) enrolled in a training program;
 - o Complete continued eligibility document issued by ETPL Coordinator and submit by deadline issued;

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- Notify the ETPL Coordinator of any changes made to program content, including program cost;

Training providers will have thirty days to complete these required tasks to determine eligibility. Failure to submit information in a timely manner can result in programs being removed from ETPL until information has been received. Performance data submitted for continued eligibility should meet the performance requirements outlined in Section 4: Training Program Performance Requirements.

- iii. Performance and reporting data include all students in a training program, not just WIOA students.
- iv. Comply with reporting timeframes (July 1 – June 30).
- v. Additional Criteria for ETPL subsequent approvals:
- vi. Program has been attended by WIOA participants in the last two years;
- vii. Program synopsis on the Arizona Job Connection website must be accurate and updated as needed; and
- viii. Occupation continues to show at least 5% growth.


C. ETPL Coordinator will be responsible for:

- i. Reviewing program information in AJC and verifying training program checklist to determine program results in industry recognized credential;
- ii. Verifying required documents are current and uploaded into AJC;
- iii. Notifying training providers of training programs that are due for continued eligibility review and email continued eligibility documents to be completed in full and returned.
- iv. Determining inf programs meet all performance measures and recommend to DES removal of programs not meeting performance goals.
- v. Ensuring programs that are renewed will be reviewed again two years from the approval date.

5.4. TRAINING PROGRAM PERFORMANCE REQUIREMENTS

The WIOA performance requirements for initial training program eligibility are described in the table below. To ensure the quality and consistency of services delivered, training providers are required to meet performance measures established by ARIZONA@WORK City of Phoenix and DES through annual performance reporting and continued eligibility review. Performance measures criteria for ARIZONA@WORK City of Phoenix can be found at: <https://arizonaatwork.com/locations/city-phoenix/plans>.

Training providers must understand ARIZONA@WORK City of Phoenix performance measures are negotiated every two years and are subject to change. These measures were established to align with the goals and objectives set forth by the Board and to certify providers deliver service effectively and efficiently.

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A. Training providers are required to report on WIOA and non-WIOA participants in the following areas:

- i. Total number served;
- ii. Total number exited;
- iii. Total number completed;
- iv. Credential attainment rate;
- v. Employment rate during 2nd quarter (six months) after exit;
- vi. Employment rate during 4th quarter (one year) after exit; and
- vii. Median earnings during 2nd quarter after exit.


In the event training program performance data does not meet requirements, training providers will be notified by ETPL Coordinator and will be required to submit an explanation.

B. Training Program Outcomes: Training programs much lead to at least one of the following credentials:

- i. Industry recognized certificate or certification;
- ii. Certificate of completion of a Registered Apprenticeship Program (RAP);
- iii. License recognized by the State involved or Federal government; or
- i-iv. Associate or Baccalaureate degree.

WIOA Performance Measures	
<i>ETPL Performance outcomes must include <u>all</u> students (WIOA and Non-WIOA) enrolled in a training program.</i>	
Initial Training Program Eligibility	
1.	Submit a completed application on the <u>Arizona Job Connection</u> website and meet all state and local criteria.
2.	The credential attainment rate for the training program must be equal to or greater than 50%.
3.	Provide correct training program information on the Arizona Job Connection website
4.	Occupational demand demonstrates at least a 5% growth projection rate.

WIOA Performance Measures	
<i>ETPL Performance outcomes must include <u>all</u> students (WIOA and Non-WIOA) enrolled in a training program.</i>	
Subsequent Training Program Eligibility	
1.	The employment rate during the second quarter (six months) after exit must be equal to or greater than 50%.
2.	The employment rate during the fourth quarter (one year) after exit must be equal to or greater than 65%.
3.	The median earnings of program participants who are in unsubsidized employment during the second quarter (six months) after exit from the program must be equal to or greater than the 70% level of the <u>Lower Living Standard Income Level (LLSIL)</u> for a family of one for the current year for the specific LWDA.
4.	Training Program completion rate must be equal to or greater than 50%.
5.	The credential attainment rate must be equal to or greater than 50%.

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- | | |
|----|---|
| 6. | Occupational demand continues to demonstrate at least a 5% growth projection rate. |
| 7. | Training Program has been attended by WIOA participants in the last two years. |
| 8. | Training Program information is accurate on the Arizona Job Connection website. |



~~The WIOA performance requirements for subsequent training program eligibility is described in the table below.~~

~~6. APPROVAL TIME LIMITS~~

- ~~a. The time limits for initial ETPL approval include:~~
- ~~b. The training provider has 30 calendar days to submit a completed training provider application, submit all documents, and forms requested by the State ETPL Coordinator. Incomplete ETPL applications will be deleted after 30 calendar days.~~
- ~~c. Once the application in AJC is complete, the State ETPL Coordinator must make an eligibility decision within 30 calendar days of the receipt of a complete application. During the 30 calendar days the State ETPL Coordinator may consult with the local area ETPL Coordinator, regarding local criteria, sector strategies and demand for the training.~~
- ~~d. Once the training provider has been approved as a provider, then the training provider must submit at least one training program for approval to complete the application process. The training provider has 15 calendar days to supply additional information as requested by the local area ETPL Coordinator for training program approval.~~
- ~~e. The local area ETPL Coordinator has 30 calendar days to approve or deny the training program after receipt of the completed documents from the training provider.~~
- ~~f. Incomplete programs will be denied after 30 calendar days.~~
- ~~g. Once the local area ETPL Coordinator approves the training program, the State ETPL Coordinator has 30 calendar days to provide final training program approval or denial. If the State ETPL Coordinator approves the training program, it is added to the Arizona ETPL.~~
- ~~h. For continued eligibility, a training provider has 30 days to respond to LWDA and upload the performance data in the Arizona Job Connection. If there is no response and the data is not uploaded within 30 days, the program will be denied at subsequent level.~~

~~67. PAYMENT AND ENROLLMENT PROCESS~~

~~Training providers must register to become a City of Phoenix vendor to receive payment for training services provided to WIOA participants. Invoices cannot be processed by ARIZONA@WORK City of Phoenix Fiscal Agent until the training provider has registered online: <https://www.phoenix.gov/finance/eProcurement/register-to-become-a-vendor>. Training providers should submit their invoice within 30 days of the WIOA participant’s training start date. All invoices will be paid within 45 days from the invoice date.~~

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Payment and enrollment instructions for City of Phoenix eligible training providers: Cost proposals: Upon customers' approval for WIOA approved training services, training providers must submit a cost proposal on company letterhead and include the following:

- a. Training provider's contact information;
- b. Vendor number;
- c. Name of student;
- d. Name of training program;
- e. Scheduled start and end date of training – must have a start date 10 days or more from the date of cost proposal;=
- f. Training program cost and other cost items (confirm costs align with program cost listed on ETPL); and
- g. Additional information as requested/required by the service provider.

Once the training proposal is received, case managers will complete a training packet and submit for management approval. If the student is required to pass an exam related to their coursework to achieve the credential, a copy of the credential must be submitted to the case manager.

Invoicing: Submitting invoices to ARIZONA@WORK City of Phoenix for reimbursement must include:

- i. Reference Authorization Number provided by ARIZONA@WORK City of Phoenix;
- ii. Reference Participant Name and Participant ID; and
- iii. Name of training program, training location, start and end dates.

E-MAIL INVOICE TO:

hsd.Invoices@phoenix.gov

Subject Line: Fiscal Section, HSD

Phone (602) 262-6776

MAIL INVOICE TO:

City of Phoenix, Human Services Department

200 W. Washington St., 19th Floor


Phoenix, AZ 85003

8.—MARKETING AND OUTREACH

Local Area Recruitment of training providers:

The ARIZONA@WORK City of Phoenix local area ETPL Coordinator will use outreach activities to recruit training providers with programs that are in targeted industry sectors and are aligned with the PBWD Board Strategic and Local Plans. Outreach responsibilities include:

Work with businesses and training providers to ensure training providers offer high quality programs that result in federally recognized and locally recognized credentials, employment, or measurable skill gains.

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~~Coordinate with other local areas to develop an inclusive, but not duplicative, process for soliciting training provider applications.~~

~~Training Provider Recruitment of Potential Students:~~

~~Training Provider must **not**:~~

~~Tell students that they will be eligible for training services or WIOA funds to attend the training program;~~


~~Promote the training program as free through ARIZONA@WORK City of Phoenix; and~~

~~Claim that a share of training costs is covered by ARIZONA@WORK City of Phoenix.~~

79. DIRECT TRAINING CONTRACTS WITH ~~THE LWDBBOARD~~

Contracts for training services may be used only when the ~~PBWD~~ Board has fulfilled consumer choice requirements, and one or more of the following applies, as described in 20 CFR § 680.320 and under the following conditions:

- A. The training services provided are OJT, IWT, Customized Training.
 - i. The ~~PBWD~~ Board Local Plan must describe the process to be used in selecting providers under a contract for services.
 - ii. The determination process must include a public comment period of at least 30 calendar days for interested providers.
- ~~A.B.~~ The ~~PBWD~~ Board has determined there is a training services program offered by a community-based organization, or by another private organization in the area, that has demonstrated effectiveness in serving individuals with barriers to employment.
- ~~B.C.~~ The ~~PBWD~~ Board will develop criteria used in determining demonstrated effectiveness as it applies to individuals with barriers to employment. Criteria may include, but is not limited to:
 - a. Financial stability of the organization;
 - b. Demonstrated performance in the delivery of services to individuals with barriers to employment through such means as:
 - i. Program completion rate;
 - ii. Attainment of skills;
 - iii. Certificates or degrees the program is designed to provide;
 - iv. Placement in unsubsidized employment after training;
 - v. Retention in employment; and

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- vi. The specific programs alignment with workforce investment needs, to be identified in the Local Plan.

~~E~~.D. Service to individuals with barriers to employment, including those in one or more of the following categories:

- i. Displaced homemakers;
- ii. Low-income individuals;
- iii. American Indians, Alaskan Natives and Native Hawaiians;
- iv. Individuals with disabilities;
- v. Older Individuals (55 years and over);
- vi. Ex-offenders or justice involved;
- vii. Youth who are in or aged-out of the foster care system;
- viii. Homeless individuals;
- ix. Individuals who are English language learners, have low levels of literacy, and/or have substantial cultural barriers;
- x. Eligible migrant and seasonal farmworkers;
- xi. Individuals who are within two years of exhausting their lifetime eligibility under TANF;
- xii. Single parents (including single pregnant women);
- xiii. Long-term unemployed individuals; and
- xiv. Other groups determined by the Department of Economic Security (DES) to have barriers to employment.


~~D~~.E. The Board has the authority to decide that it is most appropriate to contract with an institution of higher learning or other eligible training provider of training services to facilitate the training of multiple individuals in- demand industry sectors or occupations.

~~E~~.F. The contract does not limit consumer choice.

~~F~~.G. The PBWD Board enters a pay-for-performance contract and ensures that the contract is consistent with [20 CFR § 683.510](#) (Federal Register: Workforce Innovation and Opportunity Act). The Board will not use more than ten percent of local funds for a pay-for-performance contracts.

~~G~~.H. The Board may determine that providing training through a combination of vouchers (ITA) and contracts meets the needs of the participants. This approach may be used for placing participants in Registered Apprenticeships (RA) and other similar types of training.

~~H~~.I. If a current or former military member is awarded vocational credit towards their certification or an evaluation of the military member's Joint Service Transcript (JST), as per [Arizona Revised Statute \(A.R.S\) 15- 1898 15-1898 - Awarding of academic and vocational credits; policies; current and former military members; definitions \(azleg.gov\)](#), the Board will work with community college and university partners to determine the appropriate

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point of contact and steps the veteran will need to take to have his/her JST evaluated by the community college or university.


- i. The Board will develop local policies and coordinate with the community colleges and universities to determine the correct amount of the individual ITA after it is determined that a veteran will receive academic or vocational credit based on his/her skills, knowledge, and competencies acquired during military service. The cost of the program may be less than the total program cost listed on the ETPL.
- ii. The Board will have an agreement on file with the community college or university that details any amount initially paid by the PBWD Board using WIOA Title I-B funds and indicating that the PBWD Board will be reimbursed if, later, it is determined that the veteran will receive academic or vocational credits for his/her knowledge, and competencies acquired during military service.

8. TECHNOLOGY-BASED TRAINING

- A. Technology-based training (on-line learning) Training Providers must meet the following requirements in addition to those previously mentioned:
 - i. Be licensed to provide training in Arizona or be included on the ETPL of a state with which Arizona has a reciprocal agreement, along with proof of licensure within that state. This does not apply to third party Providers;
 - ii. Have a mechanism for tracking and reporting student participation in the training program;
 - iii. Have a mechanism for student interaction with an instructor or instructors;
 - iv. Ensure periodic assessment of each student;
 - v. Policy in place describing the responsibilities of the Training Provider and participant in the distance learning experience; and
 - vi. Provide the ARIZONA@WORK City of Phoenix Career Advisors and contractor staff with student progress reports, certificates of completion, and the industry recognized credential.

9. SUBCONTRACTING OF TRAINING SERVICES (THIRD PARTY TRAINING PROVIDERS)

- A. ETPL Training Providers may partner with third party Training Providers under the following circumstances:
 - i. ETPL Training Provider must disclose the program is offered through a third-party Training Provider and identify the name of the third party in the Program Synopsis in AJC;
 - ii. All third-party Training Providers must be licensed for post-secondary training by the appropriate state or federal agency as required;

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- iii. Out of state third party Training Providers must be on that state’s ETPL;
- iv. ETPL Training Provider ensures that third party Training Providers comply with all WIOA and ETPL requirements and make information available during monitoring;
- v. Credential received by a participant’s successful completion of the program must be issued by the Arizona ETPL Training Provider and display that Provider’s name, not the third-party Provider;
- vi. ETPL Provider is responsible for collecting initial and subsequent program performance data and entering the data into AJC in the timeframes as specified by DES and / or the PBWD Board;
- vii. Third party Providers will assist the ETPL Provider in collecting and submitting performance data;
- viii. ETPL Provider must provide participants and third-party Providers a description of the responsibilities related to the program of the ETPL Provider, third party Provider and participant;
- ix. ETPL Providers must verify and provide the following when partnering with third party Training Providers:
 - school’s license;
 - liability insurance;
 - performance data instructor qualification requirements; and
 - testimonials of other schools that subcontract with the Provider (minimum of two).
- x. ETPL Training Providers must make information on the third-party vetting process available for review by the State and Local ETPL Coordinators during monitoring activities; and
- xi. ETPL Training Providers cannot partner with third party Providers located outside of the U.S.

10. **RECIPROCAL AGREEMENTS**

Arizona currently has reciprocal agreements with several other states. As a result, ARIZONA@WORK City of Phoenix customers have access to other training programs through these states’ ETPL systems if a comparable training program is not available on Arizona’s ETPL. Currently the states that have established reciprocal agreements are New Mexico, Nevada, Utah, Montana, and Missouri.

Out-of State Training providers from reciprocal states interested in the Arizona ETPL should comply with the following:

A. Must adhere to the expectations of the Workforce Arizona Council and the local area ETPL policy to which they are assigned.


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- B. Must have their training programs listed on their home state ETPL for programs to be considered for inclusion, proof status, and include the home state ETPL Coordinator contact information.
- C. If an out-of-state training provider loses eligibility in their home state, they must report this information and they will be removed from the Arizona ETPL.
- D. Will be responsible for submitting performance data based on any trainings that occurred by Arizona-based customer.

11. DENIAL OR REMOVAL OF TRAINING PROVIDERS AND PROGRAMS:

The decision to deny or remove a Training Provider from the statewide list is a serious one. The Board and DES will agree about non-placement or removal. When a training program decision is reached, the denial or request for removal. ~~The denial~~ of a training program is sent to the Training Provider and the DES ETPL Program manager by email. When a training provider or program is denied for any reason other than lack of documentation or information, ~~the training provider must wait six months to reapply~~ the decision for reapplication to the ETPL will be evaluated by the ARIZONA@WORK City of Phoenix ETPL Coordinator.

- A. A Training Provider ~~or program may can be denied initial eligibility for~~ removed from the ETPL the following reasons:
 - i. The application is not complete or not submitted within an appropriate time frame issued.
 - ii. ~~Programs from Providers that do not submit required documentation within 30 calendar days of request will be removed.~~ Training provider has no active training programs listed on the ETPL.
 - iii. ~~The program does not meet the definition of WIOA training services.~~
 - iv. ~~Performance data is not included with the application or does not meet the minimum performance standard.~~
 - v. ~~Training program does not support the demand occupations for ARIZONA@WORK City of Phoenix.~~
 - iii. ~~The~~ Training Provider is out of compliance with the Act, regulations, or any agreement executed under WIOA.
 - ~~vi.~~iv. Training provider makes false claims to perspective participants about costs or WIOA eligibility.
 - ~~vii.~~v. The Training Provider is not accredited, licensed, or certified by the proper agency overseeing training by the organization or loses its accreditation, license, or certifications.
 - ~~viii.~~vi. It is determined that the Training Provider intentionally supplied inaccurate information.
 - ~~ix.~~vii. The Training Provider substantially violated any requirement under WIOA.
 - viii. The Training Provider misrepresented WIOA or ARIZONA@WORK City of Phoenix in any capacity.
 - ~~x.~~ix. Violation of the ARIZONA@WORK City of Phoenix Code of Conduct.

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- B. A training Program must be removed from the ETPL for the following reasons:
- i. The AZ DES or PBWD Board has determined the Training Provider supplied inaccurate information.
 - ii. The training program no longer meets the WIOA definition of training services.
 - iii. The training program does not meet minimum performance standards.
 - iii.iv. Violation of ARIZONA@WORK City of Phoenix Code of Conduct.
 - iv. ~~The LWDA will review the occupation related to the program and issue a waiver for one year if the occupation meets the LWDA occupational growth percentage rate of 5%.~~
 - v. No WIOA participants have been enrolled in the program for a period of two years.
 - vi. ~~The occupation is no longer in demand for ARIZONA@WORK City of Phoenix.~~
- C. ~~A Training Provider must be removed from the ETPL for the following reasons:~~
- i. ~~All the Training Provider's programs have been removed.~~
 - ii. ~~The Training Provider has not maintained required licenses and liability insurance or is found to be noncompliant with the Training Provider Assurances.~~
 - iii. ~~The Training Provider is out of compliance with the Act, regulations, or any agreement executed under WIOA.~~
 - iv. ~~The Training Provider is found knowingly to make false claims to prospective participants about costs or WIOA eligibility.~~

12. **MONITORING TRAINING PROVIDERS:**

ARIZONA@WORK City of Phoenix will monitor a minimum of 15% of approved training Providers programs at least every two years program year. In addition to the performance measures, monitoring includes verification of the information in AJC, compliance with items on the training provider assurances, verifications of licenses, accreditations, and certificates of liability insurance, along with a random selection of programs to be reviewed. Quality Assurance Integrity Administration, in collaboration with DES ETPL Coordinator, will monitor training providers every year, ARIZONA@WORK City of Phoenix will be monitored every two years for compliance ~~with the ETPL policy.~~

~~11.~~ WIOA PARTICIPANT COMPLAINTS AND CONCERNS

~~The PBWD Board will track participant complaints related to training providers on the ETPL and forward copies of complaints to the State ETPL Coordinator. Please refer to ATTACHMENT A – Standard of Work (Eligible Training Provider List (ETPL) Complaints and Concerns) for a detailed explanation of the complaint process.~~

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11. TRAINING PROVIDER ~~GRIEVANCES AND APPEALS~~

Board staff shall inform DES in writing of their request for removal of an eligible training provider/program and include the reason for removal. The Board shall inform the training provider in writing; including the reason for removal. Training providers have a right to appeal any DES or Board decision or action that has an adverse effect on the organization. Appeal regarding the eligibility of a training provider or program for the local ETPL must be filed with ARIZONA@WORK City of Phoenix within 45 days. The ARIZONA@WORK City of Phoenix appeals policy for training providers includes an information resolution process and an opportunity for a hearing. The process for removing a training provider is detailed in the DES and ARIZONA@WORK City of Phoenix standard of work document.

~~1. Training providers have a right to appeal any DES or PBWD Board decision or action that has an adverse effect on the organization. An adverse action resulting from a uniform change in federal or state law is not appealable unless the law was misapplied to the person or entity seeking the hearing. Appeals regarding the eligibility of a training provider are to be filed with AZ DES. All other appeals are filed with ARIZONA@WORK City of Phoenix regardless of which entity denied eligibility. The ATTACHMENT A – Standard of Work (Eligible Training Provider List (ETPL) Complaints and Concerns) will be followed.~~

~~a. The training provider must file a complaint.~~

~~b. The PBWD Board will conduct a fact-finding investigation.~~

~~c. The PBWD Board has ten calendar days to respond to the training provider's complaint with a written response (email or a paper letter).~~

~~d. If a resolution is not found, the PBWD Board will hold an informal conference with the training provider.~~

~~e. A non-resolution at the informal conference will result in a local hearing with the training provider and the PBWD Board.~~

~~f. The PBWD Board will hold the hearing 30 calendar days from the informal conference.~~


~~g. Provide the training provider with a 10-day calendar notice of the hearing including the following:~~

~~i. The date, time, and place of the hearing;~~

~~ii. A statement of the complaint;~~

~~iii. The name, address, and telephone number of the contact person issuing the notice;~~

~~iv. A statement of hearing procedures; and~~

 <small>CITY OF PHOENIX</small> <small>A proud partner of the americanjobcenter network</small>	<i>Effective Date:</i> XX/XX/2024	<i>Type:</i> <input checked="" type="checkbox"/> Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page 19 of 19
	<i>Revised Date:</i> XX/XX/2024	<i>Section # & Title:</i> 900 – Governance	
Phoenix Business and Workforce Development Board <small>(approval authority)</small>	<i>Date Approved:</i> 07/14/2022	<i>Subject # & Title:</i> .908 Eligible Training Provider List (ETPL)	

~~V. — Relevant documents, including those submitted by the training provider.~~

~~h. — A written decision will be issued to the training provider within 60 days of the hearing including the following:~~

~~i. — The names of the parties;~~

~~ii. — A statement of the alleged violation or violations;~~

~~iii. — A statement of facts;~~

~~iv. — A statement of decisions and reason for the decision;~~

~~v. — A statement of corrective actions or remedies if any to be taken; and~~

~~vi. — A notice of the right to appeal and instruction on how to appeal at the state level etpl_policy_final10_3_16.pdf (az.gov) Section 615 (.04).~~

VI. POLICY MANAGEMENT REQUIREMENTS

Administrative revisions to the policy may be made by the Phoenix Business and Workforce Development (PBWD) Board Executive Director, with notice to the PBWD Board's Executive Leadership Committee. All other substantive revisions will go to the PBWD Board's Executive Leadership Committee for review and recommendation to the PBWD Board for approval.

VII. ADDITIONAL OR MISCELLANEOUS INFORMATION

~~ATTACHMENT A – Standard of Work (Eligible Training Provider List (ETPL) Complaints and Concerns) Eligible Training Provider Code of Conduct~~

~~2. — ATTACHMENT B – Training Program Synopsis Template~~

~~3. — ATTACHMENT C – Eligible Training Provider Code of Conduct~~

~~4. — ATTACHMENT D – Arizona Job Connection (AJC) Registration Instructions~~

~~5. — ATTACHMENT E – ARIZONA@WORK Job Center Referral Instructions~~

~~6. — ATTACHMENT F – Training Program Credential Checklist~~



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ARIZONA@WORK City of Phoenix Eligible Training Provider Code of Conduct

Mission Statement

The mission of the ARIZONA@WORK City of Phoenix eligible training provider list is to empower job seekers by offering access to training programs that lead to industry-recognized credentials and meaningful employment opportunities.

Introduction

This Code of Conduct outlines the principles, standards, and expectations that guide our behavior and interactions within the City of Phoenix, Workforce Innovation Opportunity Act (WIOA) participants, and the Eligible Training Providers (ETP). It serves as a framework to promote integrity, respect, and accountability in all our actions. By adhering to these expectations, we aim to foster a safe, inclusive, and ethical environment for everyone. This Code is not intended to cover every possible situation but provides a foundation for ethical decision-making and responsible conduct.

Professional Behavior Expectations

Training providers serve as trusted partners in Arizona's workforce system and are expected to demonstrate professionalism in every aspect of their operation, particularly in how they treat WIOA participants and collaborate with WIOA staff. Key expectations include:

1. Respectful, Ethical Interactions

- Treat all students, ARIZONA@WORK staff, and partners with courtesy, respect, and impartiality during all interactions
- Avoid discriminatory language, biased treatment, or dismissive behavior, especially toward individuals with barriers to employment.
- Accept full responsibility for all actions, decisions, and obligations related to participation on the ETPL, without deflecting blame or accountability.

2. Dependability and Punctuality

- Begin and end classes on time, as scheduled.
- Notify students and workforce staff immediately of any changes to course schedules, instructors, or delivery format.
- Honor all reporting deadlines, meetings, and program obligations with WIOA staff.

Communication with WIOA Participants

1. Clear, Honest Information

Provide participants with full disclosure about:

- Program objectives and requirements

- Tuition and fees
- Course schedules and attendance policies
- Credentials earned upon completion
- Expected job opportunities
- Avoid overpromising or inflating outcomes to encourage enrollment.

2. Responsive and Supportive

- Respond to student questions, concerns, or needs in a timely, respectful, and thorough manner.
- Offer individualized attention when appropriate, especially for students requiring academic support or accommodations.
- Provide a clearly explained grievance procedure with multiple contact options.

3. Confidentiality

- Protect all personally identifiable information (PII) in compliance with FERPA, WIOA regulations, and Arizona state privacy laws.

Communication with ARIZONA@WORK and WIOA Staff

1. Collaborative and Transparent

Treat workforce development professionals as partners. Share information that supports participant success, such as:

- Attendance issues
- Withdrawals or dropouts
- Early alerts on performance issues
- Notify staff promptly of any concerns or disruptions affecting WIOA participants.
- Work collaboratively with ETPL Coordinator and ARIZONA@WORK staff/partners to achieve performance goals
- Communicate with ETPL Coordinator regarding technical assistance and data performance questions
- Address conflicts professionally, seek to understand, focus on solutions, and resolve issues respectfully

2. Proactive Reporting

- Submit required reports (e.g., performance outcomes, completions, credentials) accurately and on time.
- Maintain openness to questions, audits, or reviews by state or local agencies.

3. Professional Boundaries

- Refrain from lobbying or pressuring WIOA staff for referrals or participant enrollments.
- Avoid any personal, financial, or inappropriate relationships that could suggest favoritism or undermine public trust.
- Comply with ETPL policies set forth by State and the City of Phoenix
- Report any forms of disrespect towards training provider staff
- Value diversity and respect the opinions and beliefs of all parties involved with ETP services

Training Provider Prohibitions

- Training Providers must not guarantee eligibility or assure enrollment, but may provide general information about WIOA and ARIZONA@WORK services
- Training providers must not withhold services or credentials to the participant for delayed payment for training services
- Demonstrate any form of unethical behavior
- Training providers may not divert from ARIZONA@WORK branding
- Not engage in discrimination, harassment, or bullying behavior

Complaints and Unprofessional Behavior

The Phoenix Business Workforce Development Board will track participant complaints related to training providers on the ETPL and forward copies of complaints to ETPL Coordinator for review. Board staff will review and address any unprofessional or unethical behaviors. Failure to resolve complaints or patterns of unprofessional conduct may result in removal from the ETPL, or other corrective action as determined by the City of Phoenix.

ETPL Policies and Procedures

To remain on the City of Phoenix's ETPL, a training provider must adhere to the roles and responsibilities, qualifications, and continued eligibility requirements assigned by the Workforce Arizona Council and the State ETPL Coordinator for training providers.

In agreement with the [DES WIOA policy](#), training providers must adhere to the City of Phoenix Local Workforce Development Area (LWDA) policy for eligible training providers. All the City of Phoenix LWDA policies and procedures can be found here [Policies | ARIZONA@WORK \(arizonaatwork.com\)](#)

The focus of the City of Phoenix Eligible Training Provider List (ETPL) is to align with:

- [Workforce Innovation and Opportunity Act \(WIOA\) of 2014](#);
- [Training and Employment Guidance Letter \(TEGL\) 8-19](#): WIOA Title I Training Provider Eligibility and State List of ETP's and Programs;
- [Training and Employment Guidance Letter \(TEGL\) 3-18](#);
- [Workforce Arizona Council Eligible Training Provider List Policy](#);

ARIZONA@WORK City of Phoenix Target Industry Sectors

ARIZONA@WORK City of Phoenix will give priority consideration to programs that lead to post-secondary credentials that align with the targeted industry sectors of focus as determined every two years by the Phoenix Business and Workforce Development Board and updated in the City of

Phoenix Local Workforce Development Area Plan every two years. A copy of the City of Phoenix Local Workforce Development Area Plan be found [here](#)

Target Industry Sectors
<ul style="list-style-type: none"> • Professional Services – positions in administrative support, customer contact center/customer service, finance, accounting, banking, insurance, business management
<ul style="list-style-type: none"> • Construction – positions in trades, apprenticeships, electrical, plumbing, HVAC, pipefitting, sheet metal
<ul style="list-style-type: none"> • Healthcare – positions in all areas of allied health, healthcare practitioners, pharmacy, physical therapy, health technologists, biomedical, laboratory, research
<ul style="list-style-type: none"> • Manufacturing – positions in computer-assisted drafting, machining, production technology, installation and repair, maintenance workers, machinery, fabrication
<ul style="list-style-type: none"> • Information Technology positions in software development, cybersecurity, networking, engineering

Standard of Work (ETPL Complaints and Concerns) provides detailed explanation of the complaint process.

Resources

ARIZONA@WORK Training Provider Registration instructions- [AZ Job Connection - AZ Job Connection](#)

Attachment- **ARIZONA@WORK website-** <https://arizonaatwork.com/locations/city-phoenix/eligible-training-providers>

Acknowledgment of ETPL Policy and Code of Conduct

By signing below, I acknowledge that I have received, read, understood, and agree to comply with all guidelines, responsibilities, and expectations set forth therein. I further affirm that all staff associated with our organization are informed of and adhere to these standards.

I _____ (insert name & Training Provider) acknowledge receipt of the City of Phoenix ETPL Policy and Code of Conduct on _____. I have reviewed and understand its contents and agree to comply with the guidelines outlined within. Any questions or concerns regarding the policy will be directed to the City of Phoenix ETPL Coordinator.

Name	Page	Comment	Response
Faith Facio	8	What is the possibility of the barber training program becoming eligible for funding?	Barber training programs are eligible, however City of Phoenix ETPL policy is focused on targeted sectors
Jovanna Parkhouse	2	The current bi-annual or annual monitoring schedule is insufficient to address compliance issues proactively, particularly reporting failures, and there's a perceived lack of immediate consequences for non-compliance. We request that the Board amend the ETPL policy to establish a more frequent and proactive monitoring schedule for provider compliance, particularly regarding timely submission of required monthly progress reports, attendance data, and credential verification. This could involve quarterly compliance checks for all active providers, with immediate follow-up on identified deficiencies.	In addition to the current schedule for monitoring training programs, programs are routinely monitored for compliance. Service providers are welcome to contact ETPL Coordinator in the event they believe a training provider is not in compliance with ETPL policy.
Jovanna Parkhouse	4	Our staff experience significant challenges due to inconsistent communication, untimely progress reports, and delayed credential verification from some ETPL providers, hindering effective case management and accurate performance tracking. While policy notes providers must "provide monthly progress reports and copies of credentials" it lacks specific reporting mechanisms to WIOA staff. We request that the Board amend ETPL policy requirements to explicitly mandate monthly progress reports for all WIOA-funded training participants. These reports should detail attendance, academic standing, and any identified challenges or successes, ensuring timely insights for WIOA Career Advisors	Mandating training providers to supply progress reports, credential verification will not guarantee timely delivery to service provider staff. If service provider staff are experiencing delays with receiving pertinent information, it is recommended to contact ETPL Coordinator.
Jovanna Parkhouse	4	We propose that ETPL providers be required to submit copies of achieved credentials (e.g., certificates, diplomas, licensing results) to the designated WIOA Career Advisor or contractor staff within 15 calendar days of the participant's credential attainment. This will ensure timely documentation for WIOA performance reporting, particularly for the Credential Attainment indicator	Will need to consult with DES, depending on industry related credential the timeline of submitting copies will vary.
Jovanna Parkhouse	4	We request that the Board develop or adopt a uniform method for ETPL providers to submit all required data and documentation (including progress reports, attendance, and credential verification). This could involve a standardized template, an online portal, or a specific secure email protocol, to be jointly developed by the Board/City of Phoenix and ETPLs. This standardization is critical for accurate recordkeeping and efficient verification by WIOA staff	Page 4 of ETPL policy (Role of Training Providers) states that providers must provide progress reports on a minimum monthly basis and within 30 days of achievement minimum as requested. Service provider can contact ETPL Coordinator if they feel training provider is not complying to ETPL policy.
Jovanna Parkhouse	4	We request that the Board require ETPL providers to establish and adhere to clear communication protocols with WIOA staff, including designated points of contact, expected response times for inquiries, and defined methods for addressing participant issues. This is essential for effective case management and participant success.	City of Phoenix ETPL Code of Conduct addresses this. Page 2 and 3

Jovanna Parkhouse	4	We propose a formal process for WIOA service providers to report consistent non-responsiveness from ETPLs, potentially leading to warnings or review of their ETPL eligibility status.	Will make note and develop a section in Standard of Work regarding this
Jovanna Parkhouse	4	ETPL listings often lack crucial details regarding program outcomes, particularly about the actual industry-recognized credential and any associated exams, creating confusion for both staff and participants and impacting our credential attainment rates. We request that the Board require ETPL listings to explicitly detail: The exact 'industry-recognized credential' (as defined by WIOA) earned upon program completion. Whether a state or national certification/licensure exam is required for the actual credential. If so, the name of the administering entity for that exam. Whether the cost of the exam is included in the program tuition or must be covered separately.	Training providers are required to list the industry credential aligned with their training program and indicate if the exam fee is included in tuition or separate when they're submitting a training program for the ETPL. When cost proposals are submitted to Career Advisors/Case Managers, training providers should provide detailed information that will help ARIZONA@WORK Staff determine if supportive services will be needed throughout the training.
Jovanna Parkhouse	4	We propose that ETPL policy clarify provider responsibilities for follow-up with WIOA participants post-training completion and pre-credential attainment, and the consistent reporting of this follow-up to WIOA staff. This directly supports the WIOA follow-up services provided by our team and improves continuity of service.	During monitoring, training providers are required to provide how they manage attendance, follow-up, completions, etc. If providers are found to not have a system in place, copy of policy will be provided and will need to comply.
Jovanna Parkhouse	5	We request that the Board establish immediate and severe consequences for any eligible training provider found to be in violation of Section 900.908, V. 1. C., which explicitly prohibits withholding services or credentials due to delayed payment. Such actions should immediately trigger: Suspension from ETPL upon verified complaint and initial investigation. A stringent Corrective Action Plan (CAP) that may include financial penalties. An accelerated review for permanent decertification if the violation is confirmed or is a repeat offense.	Training providers cannot be held in violation once WIOA payment has been received. If a WIOA participants has an outstanding debt after WIOA funds have been paid out; this barrier will cause a delay with service provider obtaining credential/certificate documentation, which would be out of our control. Training providers can inform service providers of this issue.
Jovanna Parkhouse	7	We request that the Board amend the ETPL requirements to mandate that each eligible training provider's listing clearly and explicitly state their full refund, withdrawal, and tuition reimbursement policies, or provide a direct, functional link to that specific policy page (not just the main website). This will improve transparency for both WIOA staff and participants, reduce administrative burden, and prevent confusion or disputes regarding funding.	This information is required at the time of applying to be on the ETPL. Training providers can make their refund policy readily available in the event you cannot access it from AJC. ETPL Coordinator can also supply a copy if requested.

Jovanna Parkhouse	10-11	Our WIOA program is held to rigorous performance standards, yet the standards and transparency for ETPL providers, whose outcomes directly impact ours, do not feel consistently aligned or sufficiently enforced. We request that the Board establish and transparently publish specific, quantifiable performance standards for all ETPL providers that mirror the negotiated (quarterly employment rates, median earnings, credential attainment, etc) to which WIOA service providers are held. This alignment is crucial given our shared accountability for participant success and WIOA outcomes.	ETPL Policy was revised to incorporate that training providers are required to meet performance measures established by City of Phoenix & DES.
Jovanna Parkhouse	10-11	Propose that the Board mandate annual, publicly accessible performance reviews for all active ETPL providers, clearly outlining their achievement against these established negotiated metrics.	Page 4 of ETPL policy (role of training provider) indicates " Agree to and make performance data available to validate information submitted for reporting."
Jovanna Parkhouse	10-11	We propose that for programs where a state/national exam is required for the credential, the ETPL provider's performance data for credential attainment should reflect successful completion of both the program and the required exam , mirroring how WIOA defines credential attainment for performance purposes	ETPL Coordinator conducts a thorough review of programs and will communicate with training providers if we suspect incorrect data. Additional information relating to performance data can be requested to determine accuracy.
Jovanna Parkhouse	11	Issues with invoicing timelines and a lack of clear procedures for handling overpayments/refunds expose WIOA funds to risk and create unnecessary administrative burden. Violations of policy regarding withholding services for payment are also occurring.	Will connect with fiscal agent to determine if there is additional verbiage that can be added regarding invoicing procedures. If a training provider is found to be withholding services while a WIOA participant is currently receiving training services (and does not have an outstanding debt), ETPL coordinator should be notified.
Jovanna Parkhouse	11	We request that the Board amend ETPL policy to establish and rigorously enforce clear guidelines for invoice submission timelines. This should include: Explicit prohibition of invoice submission before a participant has officially commenced training. A defined maximum timeframe (e.g., within 30 days of training start) for invoices to be submitted after services have been rendered. Clear consequences for repeated violations of invoicing timelines, potentially including temporary invoice holds or suspension.	Timeframe is implemented in the Payment process section. Will need to discuss with Fiscal department what additional verbiage can be added regarding invoice submission and violations associated with it.