



NOTICE OF PUBLIC MEETING OF THE
MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD

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

Thursday, November 20, 2025 – 9:30 am - 11:00 am

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

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

The agenda for the meeting is as follows:

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

1. Call to order.

2. Roll Call.

3. Welcome, Chair Opening Remarks. (15 minutes)

4. Consent Agenda. (5 minutes)

For Possible Action.

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

- a. Meeting Minutes: August 28, 2025***
- b. One Stop Operator Quarter 1 Performance Assessment***
- c. Supportive Service Policy***
- d. Training Service Limits Policy***
- e. MCWDB Membership Updates***
- f. Title 1B Quarterly Report***

5. MCWDB Reports.

- a. Maricopa County Workforce Development Board Quarter 1 Report***
- b. Fiscal Report***
- c. WDD Service Provider Update***
- d. Executive Director Report***
- e. Strategist Report***
- f. Monthly One Stop Operator Report***

6. Community Impact Statement. (5 minutes)

- a. Success Story***

7. Information/Discussion/Possible Action.

- a. Maricopa County Workforce Development Board Annual Report* (10 minutes)**
- b. Eligible Training Provider List Policy* (10 minutes)**

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

c. MCWDB Officer Election FY 26-FY 28 (10 minutes)

8. Information/Discussion Only.

- a. Artificial Intelligence Career Pathways in Workforce Development* (15 minutes)
 - b. Manufacturing/Semiconductor Workgroup Report* (5 minutes)
 - c. Central Arizona Regional Workforce/Economic Development Workgroup Report* (5 minutes)
-

9. Call to the Public.

10. Adjourn.

NEXT REGULAR MCWDB FULL BOARD MEETING: February 19, 2025

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Consent Agenda.

Meeting Minutes



DRAFT

MEETING MINUTES OF PUBLIC MEETING OF THE
MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD

Thursday, August 28, 2025 – 9:30 a.m. - 11:00 a.m.

Members Present: Bonnie Schirato, Anne Landers, Brittany Holmes, Che Collins, Danielle Lertique, Gregg Ghelfi, JakinDee Kosaka, John Soto, Kathryn Ybarra, Loren Granger, Noelle Trinder, Scott Holman, Tim Willenborg, Tina Drews

Members Absent: Anna Yap, Danielle Goodman, Grenee Martacho, Jacob Evenson, Shawn Hutchinson

Call to order.

Chair Bonnie Schirato called the meeting to order at 9:33 a.m.

Roll Call.

Roll call was conducted by Management Analyst Nancy Avina. Quorum confirmed.

Welcome, Chair Opening Remarks.

Chair Schirato welcomed everyone to the meeting, introduced new board members Danielle Lertique and Kathryn Ybarra, and thanked Executive Director Steve Clark for his role in strengthening board membership. The new board members briefly introduced themselves. Chair Schirato shared a brief update from a policy session with Senator Gallego, who recognized the Maricopa County workforce system as among the best in the nation for engaging CEOs and aligning with employer needs. Chair Schirato proceeded to read the Board's vision and values.

Consent Agenda.

Chair Schirato introduced the consent agenda. The consent Agenda included: (a) Meeting Minutes: May 29, 2025, (b) Monthly Careers Pathway Strategist Report, (c) Monthly One-Stop Operator Report, (d) Maricopa County Workforce Development Board Quarter 4 Report, (e) One Stop Operator Quarter 4 Performance Assessment, (f) Fiscal Report, (g) Adult Program Eligibility Policy, (h) Dislocated Worker Eligibility Policy, (i) Occupational Skills Training Policy, (j) Self-Sufficiency Policy, (k) Executive Director Report, (l) PY 25 Final Funding Allocations, (m) 2025 LWDB Recertification Approval Letter, (n) MCWDB Membership Updates.

Chair Schirato asked for a motion to approve the consent agenda items.

Tim Willenborg moved to approve the consent agenda. Scott Holman seconded the motion. Motion carried unanimously.

Community Impact Statement.

Success Story.

Career Advisor Celia Moreno shared a success story of Manuel, an apprentice at DP Electric, who received supportive services through ARIZONA@WORK Maricopa County. The timely assistance enabled him to continue training safely and focus on his long-term career goals in the electrical trade. Board members expressed appreciation for the story and the role workforce services play in removing barriers for job seekers.

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Information/Discussion/Possible Action.

Maricopa County Workforce Development Board Workgroups Proposal.

Executive Director Steve Clark presented a proposal for two workgroups: Advanced Manufacturing Semiconductor Workgroup and Regional Workforce & Economic Development Workgroup. Mr. Clark shared that shifting from committees to workgroups would increase flexibility, allow deeper focus on industry-specific and regional issues, and expand stakeholder engagement with industry experts. The presentation included additional details on structure, roles (including roles of staff as liaisons and providing reporting), as well as meeting logistics.

Chair Schirato asked for a motion to approve the Advanced Manufacturing/Semiconductor and Regional Workforce/Economic Development workgroups as presented.

Noelle Trinder moved to approve the creation of the two proposed workgroups. Che Collins seconded the motion. Motion carried unanimously.

FY25 Dislocated Worker to Adult Funds Transfer.

Workforce Development Assistant Director, Jared Beard, presented on a transfer request of FY25 Dislocated Worker to Adult. Mr. Beard requested board approval to transfer the entire FY25 Dislocated Worker allocation (\$3.6 million) to the Adult Program to address higher participation levels. He explained that dislocated worker enrollment had been lower than projected (fewer than 50 new participants in the last 14 months) due to a strong labor market and rapid re-employment successes. The transfer would ensure funds are used locally before expiration and would increase Adult Program funding to \$6.3 million, supporting priority populations and meeting program demand. Additionally, he noted this was a standard practice in past years and emphasized that sufficient FY26 Dislocated Worker funding remains available. Tim Willenborg inquired about FY25 funds expiring on 8/15 and confirmed that transferring now ensures local use before state reallocation. No additional questions were raised.

Chair Schirato asked for a motion to approve the FY25 transfer of funds from Dislocated Worker to Adult as presented.

Tim Willenborg moved to approve the transfer of funds. Anne Landers seconded the motion. Motion carried unanimously.

Information/Discussion Only.

Pipeline Connects & Arizona Coalition for Career Readiness.

Katherine Adams, Executive Vice President of Pipeline Connects, provided an overview of Pipeline Connects, a nonprofit supporting career awareness, education pathways, and workforce connections statewide. She shared data on student career readiness and highlighted the organization's technology tools, which serve over 265,000 users including students and employers in Maricopa County. Adams also discussed the Arizona Coalition for Career Readiness, which unites partner organizations to expand career exploration, mentorship, and equitable access. Board members commended the work and suggested further collaboration with education and state partners.

MCWDB Social Media Outreach.

Katelyn Harris-Lange, In-Demand Careers and Apprenticeship Strategist, presented an update on the Workforce Development Board's social media strategy, reviewing FY25 accomplishments and goals for FY26.

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She reported significant growth across LinkedIn, Facebook, and Instagram, noting increased impressions, collaborations with cities and towns, and expanded outreach that has supported higher attendance at job fairs and community events. Goals for FY26 include greater emphasis on in-demand industries, expanded use of short-form video, and continued alignment with national workforce awareness campaigns.

Board members commended Harris Lange's efforts, highlighting the impact of social media on engagement given the absence of a dedicated marketing budget. Members inquired about measuring job fair attendance driven by social media and suggested expanding collaborations with additional cities such as Surprise. Staff confirmed record participation at recent hiring events and acknowledged opportunities to strengthen tracking.

WDD Service Provider Update.

Workforce Development Assistant Director, Jared Beard, presented a provider update for the Workforce Development Division, highlighting changes to satellite sites, a new pilot location in Glendale, and service data from the past year. The division served over 29,000 residents, engaged 515 new businesses, supported more than 1,000 apprentices, and recorded record participation at county job fairs. Beard also reported on the continuation of the Workforce to You program, new pre-training modules for in-demand industries, and the division's six national achievement awards. Board members commended the team's results and forward planning despite reduced allocations.

FY 26 Central Arizona Regional Workforce Forum Series Preview.

Executive Director Steve Clark provided a preview of the upcoming FY26 Forum Series, which will continue as a regional collaboration with Maricopa County, the City of Phoenix, and Pinal County. Oversight will transition to the Regional Workforce Economic Development Workgroup, chaired by Tim Willenborg. The first session is scheduled for October 21, with future sessions and topics to be finalized by the workgroup. Board members were encouraged to share ideas and feedback to help shape the series.

MCWDB Committee Updates.

Executive Committee.

Chair, Bonnie Schirato provided a committee update, noting the Executive Committee meeting held on August 7th, which included discussions on workgroups, policy revisions, and insights from the Central Arizona Workforce Board retreat. Tim Willenborg highlighted opportunities for collaboration with other boards, including Pinal and Phoenix, and noted actionable items for upcoming workgroup activities.

Youth Committee.

Chair, Bonnie Schirato, noted the Youth Committee is scheduled to hold its first FY meeting on September 11th.

Call to the Public.

Chair Schirato called for public comment. No public comments made.

Adjourn.

There being no further business, Chair Schirato thanked all attendees and asked for a motion to adjourn the meeting at 11:01 a.m.

Anne Landers made a motion to adjourn. Che Collins seconded the motion. Motion carried unanimously.

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Meeting adjourned at 11:01 a.m.


















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Consent Agenda.

One-Stop Operator Quarter 1 Performance Report

One Stop Operator Scope of Work	How will this be accomplished:	Frequency:	Notes/Comments:	Performance Assessment (PY25-26 Quarter 1: July - September)			
				Status:	% Complete:	Score (Quality Self-evaluation):	Performance Comments (any score less than 3, please add comment):
1.0 Coordination of Service Delivery and Partner Leadership			Note: Year 1, Year 2, etc.				
1.1.1 Lead, convene and advocate for all partners to ensure collaboration and commitment to integrated service delivery while guaranteeing an open-door policy for all stakeholders.	Seek feedback from partners for areas of increased integration. Encourage more open communication	Ongoing, monthly as requested	Year 2	Complete		4	
1.1.2 In coordination with the MCWDB, ensure partners understand their roles in workforce system initiatives impacting customers, such as career pathways, sector strategies, and other key elements under WIOA.	Regularly engage stakeholders with the MOU for questions and suggestions	Semi- Annually	Year 2	In Progress		3	
1.1.3 Convene structured monthly meetings with ARIZONA@WORK staff from all title programs to foster partnerships to improve customer service flow and promote a seamless service delivery system, including, but not limited to:	Continue to facilitate and host monthly structured meetings open to all the County staff and community partner staff. OSO solicits feedback during meetings with Menti for live responses and after with a monthly meeting to enhance meeting effectiveness	Monthly	Year 2	Complete		4	
1.1.3.1 Determine agenda, and meeting objectives, and provide minutes to partners for each meeting that identify actionable items.							
1.1.3.2 Provide the opportunity for program partner staff to add agenda items and objectives.							
1.1.3.3 Provide the opportunity for program partner staff to submit feedback to the OSO to enhance meeting effectiveness.							
1.1.3.4 Visit each comprehensive career center location regularly, at least once per week, and attend all monthly comprehensive career center meetings in-person, or virtual, as scheduled.	OSO team coordinates initial client services at comprehensive one stops.	Weekly	Year 2	Complete		4	
1.1.3.5 Identify purpose and strategies for the visit including:	OSO will coordinate a visit with each WDC at satellite locations, during the program year.	Annually	Year 2	In Progress		3	
1.1.3.5.1 Job-shadowing opportunities							
1.1.3.5.2 One-on-one staff meetings to identify areas of assistance							
1.1.3.5.3 Other tasks as requested by title partner staff							
1.1.3.5.4 Visit all affiliate sites one time throughout the program year							
1.1.3.6 Encourage staff from all programs and affiliate sites to participate in monthly meetings and distribute information amongst partner organizations.	OSO reached out to supervisor, core partners and community partners encouraging them to participate when they can and shares resources attendees	Monthly	Year 2	Complete		4	
1.1.3.7 Coordinate and facilitate quarterly executive meetings with the core title partner leadership team.	OSO Quarterly meetings are more comprehensive	Quarterly	Year 2	Complete		4	
1.1.3.7.1 Share best practices within each organization	MCCL meeting - on Aug 20th with Growth Gardening with Motivational Interviewing shared by of Erin Howard-Reid, M.Ed. Started hot seat with partner-share challenges in local system, highlights, innovations, and survey results in centers. Partners that engaged: Title 1b, DERS-ES, RESEA, and NFJP.						
1.1.3.7.2 Discuss workforce trends	RESESA leadership shared progress and more open communication btw title 1b and RESEA, inspired by conversations from MCCL "hot seat."						
1.1.3.7.3 Address the needs and challenges of the local workforce area							
1.1.3.7.4 Review service delivery methods to ensure system knowledge is shared amongst partners							
1.1.3.8 Coordinate the seamless service delivery of required one-stop partners and service providers across ARIZONA@WORK Maricopa County Job Centers and implement continuous improvement efforts. 20 CFR 678.620.	Monthly Partnership meetings: July- Awake W&D (recidivism), August-Safe Schools "Focus On Excellence" Youth Program and Teen Court, September- EP- NFJP and intergration Feb- Second Chance, Mar - Cross-training for Unite Us platform. Jan -All partner Customer Satisfaction Training.	Monthly	Year 2	Complete		3	
1.1.3.9 Manage and ensure core title partners and other system partners are fulfilling cooperative agreements, Memorandum of Understanding (MOU), Infrastructure Funding Agreement, addendums, and Local Plan responsibilities as applicable.	A review of IFA shared cost, MOU and roles April 14th. Next scheduled review and feedback (menti) Nov 19th during MCCL (quarty meeting)	Semi- Annually	Year 2	In Progress		3	
1.1.3.9.1 Assist in the resolution of any challenges reported by core title partners as related to the agreements referenced above							
1.1.3.9.2 Work in collaboration with MCWDB staff to amend agreements referenced above.							
1.1.3.10 In coordination with title partner leadership, ensure that all title partner and additional partner staff receive sufficient cross-training by assessing existing gaps, scheduling training, and professional development opportunities, and tracking staff participation through in-person or virtual platforms.	OSO requests action items from core and required partners during monthly leadership meetings. Every monthly meeting has a cross-training component, sharing them as they are released during leadership meetings.	Monthly	Year 2	Complete		4	
1.1.3.11 Act as a point of contact to facilitate communication among partner agencies, including providing updates on operations and addressing potential issues.	OSO has acted as a POC between partner agencies	Ongoing	Year 2	In Progress		4	
1.1.3.12 Develop a virtual resource-sharing platform to provide information to title partners and other stakeholders (i.e., affiliate sites, job seekers, and businesses).	OSO utilizes email thread and encourages partners to share resources and upcoming event	Ongoing	Year 2	In Progress		3	
1.1.3.13 Develop and/or refine the ARIZONA@WORK Maricopa County partner referral platform and ensure title partner utilization, including:	Unite Us is being utilized by few core partners. OSO reminds partners at every partner meeting of the referral platform for Maricopa County partners and encourages further training when needed. Unite Us repps presented at community partner meeting in Mar. Semi-annual review initiated and yet to be completed. Per Unite Us representative advice, OSO submitted additional requests to partners for Unite Us Profile names and admin info, limited partner interaction	Semi- Annually	Year 2	In Progress		3	
1.1.3.13.1 Semi-annually review efficacy and efficiency of referral platform and provide recommendations for improvement.							
1.1.3.14 Coordinate initial client services for all title partners including but not limited to front desk responsibilities, resource rooms, and computer labs.	OSO team coordinates initial client services at comprehensive one stops.	Ongoing	Year 2	In Progress		3	
2.0 Reporting							
2.1.1 Gather data including but not limited to quarterly title partner performance data, as required by WIOA, and provide a combined report as requested by the MCWDB.	OSO invited to share qaterly report during board meeting	Quarterly	Year 2	Complete		4	
2.1.2 Gather monthly success stories from all title partners and submit them to the MCWDB by the first day of the following month-end.	OSO request monthly success stories from partners prior to leadership meetings and during.	Monthly	Year 2	Complete		4	
2.1.3 Present quarterly verbal and/or written reports to the MCWDB, including but not limited to:	OSO will work with Board staff to streamline reporting and reevaluation segments to include in future reports. OSO has had more success with partners with hot seat.	Quarterly	Will focus on quarterly	Complete		3	
2.1.3.1 Number of referrals between title partners							
2.1.3.2 Ratio of referrals to enrollments into partner programs							
2.1.3.3 Number of co-enrollments between title partners							
2.1.3.4 System training and professional development sessions and outcomes							
2.1.3.5 System partner meetings and outcomes							
2.1.3.6 WIOA performance data for all title partners							



Consent Agenda. Supportive Service Policy

 <p>MARICOPA COUNTY MARICOPA COUNTY Workforce Development Board</p>	REFERENCE 20 CFR 680.900; 20 CFR 681.570 DES Policy Section 400	POLICY NUMBER 25-05
	ORIGINAL ISSUE DATE September 2025	REVISION DATE September 2025
	AUTHORIZED BY: Workforce Development Board	
SUBJECT: Supportive Services WIOA Title I-B		ADDENDA: Technology Use Agreement Form

Purpose: Supportive Services are necessary to enable an individual to participate in the Workforce Innovation and Opportunity Act (WIOA) Title I-B Adult and Dislocated Worker, and authorized career or training services. The WIOA Title I-B Youth Program also includes supportive services as one of the 14 program elements. Supportive services of the Adult, Dislocated Worker, and Youth programs may be provided when it has been documented that such services are necessary to enable an individual, who cannot afford to pay for such services, to participate in WIOA Title I-B career or training services that are not available from other sources. The Maricopa County Workforce Development Board may establish funding caps for support services.

Responsibility of: Career Advisors (CA), Workforce Development Coordinators (WDC), Program Supervisors, Service Providers and HSD Finance

Eligibility:

Supportive services may be provided to:

- Adults and Dislocated Workers who are:
 - enrolled and have provided eligibility verification
 - participating in individualized career or training services
 - have been determined in need of such services during program participation
 - unable to secure services through other programs (document in case notes)
 - unable to afford such services
 - in compliance with program regulations and policies during WIOA participation
 - If an Adult or DW needs supportive services during follow-up, they may be re-enrolled in the Adult/DW program or be referred to community resources.
- Youth who are:
 - enrolled and have provided eligibility verification
 - have been determined in need of such services during program participation
 - unable to secure services through other programs (document in case notes)
 - unable to afford such services
 - in compliance with program regulations and policies during WIOA participation
 - in follow-up

Documentation Requirements:

- A. Supportive services must be identified in the Individual Employment Plan (IEP), or Individual Service Strategy (ISS) jointly developed between the participant and their Career Advisor (CA) or Workforce Development Coordinator (WDC).
- B. Each supportive service provided must be added to the Service and Training (S&T) plan with the same start and end date in the Arizona Job Connection (AJC) system.

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- C. Supportive services must be well documented via case notes in the AJC system and must demonstrate the participant's need for supportive services, the participants inability to afford such services, and secure services through other programs. Case notes should demonstrate the steps taken to receive approval of supportive services.
- D. Once a supportive service is provided a case note must be updated in the AJC system within 5 business days.
- E. All documentation that supports the issuance of supportive services, such as receipts, invoices, estimates, and billing statements, must be retained in the participant's case file and uploaded into the participant's AJC record.

Process Description:

Supportive services must receive approval from a Program Supervisor. The provision of supportive services must be necessary and reasonable. There must be documentation of the need for the support service to continue with WIOA career and training services. To ensure the product/service is consistent with comparable market prices a comparison from at least two vendors is required. Items with established prices such as bus passes, gas cards, utility bills are exempt.

Supportive services may only be paid to a vendor and not directly to a participant and should be coordinated and leveraged with other resources and/or partners/agencies as appropriate. Referrals to community partners for supportive services are to be documented in AJC case notes and on the IEP/ISS.

Supportive services are based on availability of funds and are not an entitlement. Appropriateness and need for supportive services are determined on an individual basis. ARIZONA@WORK Maricopa County may deny WIOA supportive services if they are deemed not feasible, will not enhance the participant's employability, the participant is not engaged in workforce programming, funding is limited, or other reasonable reason. Denial of supportive services will be documented in AJC case notes.

Allowable Supportive Services: Supportive services may include, but are not limited to:

- Transportation
- Basic automotive repairs*
- Childcare (eligibility/payments/providers must follow DES Child Care Administration guidelines)
- Utility assistance (one time assistance if not available through local CAP office)
- Educational, training, or employment-related testing**
- Occupational certifications/licensing required for employment**
- Training-related assistance for books, fees, school supplies, electronic devices***
- Training-related assistance for Youth including ABE and Alternative High School
- Work-related expenses such as uniforms, appropriate work attire, tools, electronic devices if they need to work from home and need a computer ***
- Immunizations, fingerprint, and health screenings (required for employment),
- Limited health support including eyeglasses, protective eye gear, dental
- Reasonable accommodation for individuals with disabilities.
- Software as needed to participate in on-line occupational skills training, Adult Basic Education classes, or to perform a job.

* Automotive repairs must not exceed the Kelly Blue Book value of the vehicle

** Certification/licensing/testing must be completed within 3 months of approval.

*** When not available through other resources, if needed, electronic devices such as computers, laptops, and tablets may be purchased for participants to successfully complete a training program, Adult Basic Education, or for a job. Electronic devices are a one-time purchase and will not be replaced if lost, damaged or stolen. Participants may keep the device upon successful or unsuccessful completion of training. Participants are required to sign the *Technology Use Agreement* form acknowledging receipt of electronic device. Prior to approval of the purchase of the electronic device, the CA/WDC must determine if

- The participant already owns or has access to the required electronic device
- The participant has access to the internet
- The training materials are compatible with the device

Needs-Related Payments

Needs-Related Payments are a form of financial assistance authorized under the Workforce Innovation and Opportunity Act (WIOA) to help participants meet basic living expenses while enrolled in training. These payments are distinct from other supportive services and have specific eligibility requirements outlined in 20 CFR §§ 680.930–970. ARIZONA@WORK Maricopa County does not offer Needs-Related Payments; however, other supportive services that may address similar needs are available in accordance with the AJC Service Dictionary.

Unallowable Supportive Services

Unallowable supportive services include:

- Payment towards goods/services incurred or received prior to WIOA enrollment,
- Automobile purchases, automobile insurance, vehicle registration and licensing, fines and late fees (including fines and late fees for utility payments)
- Child support
- Taxes, except for sales taxes and gasoline taxes
- Bail and restitution fees
- Debts, interest fees, union dues,
- Cost of setting an individual up in business
- Dues for any organization substantially engaged in lobbying, including unions, memberships, subscriptions, professional activity costs
- Purchase of illegal goods/services under federal/state/local laws, and the purchase of cigarettes, alcoholic beverages, and firearms

Exceptions: Membership fees may be allowable if required to obtain a credential, approved on a case-by-case basis by a Supervisor.

Factors that may Impact Eligibility for Supportive Services

- Customer is receiving TRA payments (Trade Readjustment Allowance)
- Customer is receiving stipends or assistance from other partner programs/community agencies; i.e., Community Action Program, transportation assistance through partner programs, etc.
- Customer has not been actively participating in scheduled program activities or career guidance

Career Advisors and Workforce Development Coordinators will use an approved vendor.

Recommended Amounts & Limits

The dollar limits for supportive services may change due to fund availability. Participants are eligible for financial supportive services as outlined below. ARIZONA@WORK Maricopa County reserves the right to limit the amount of supportive services funding that may be provided to a WIOA participant throughout

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program participation. Priority of service, most in need and other factors may be taken into consideration at the discretion of the CA, WDC and/or Program Supervisor.

Adult and DW Programs

Participants receiving occupational skills training may receive up to \$500.00 for supportive services while in training. Cost for occupational skills training combined with support services cannot exceed \$4,200.00 total while in training.

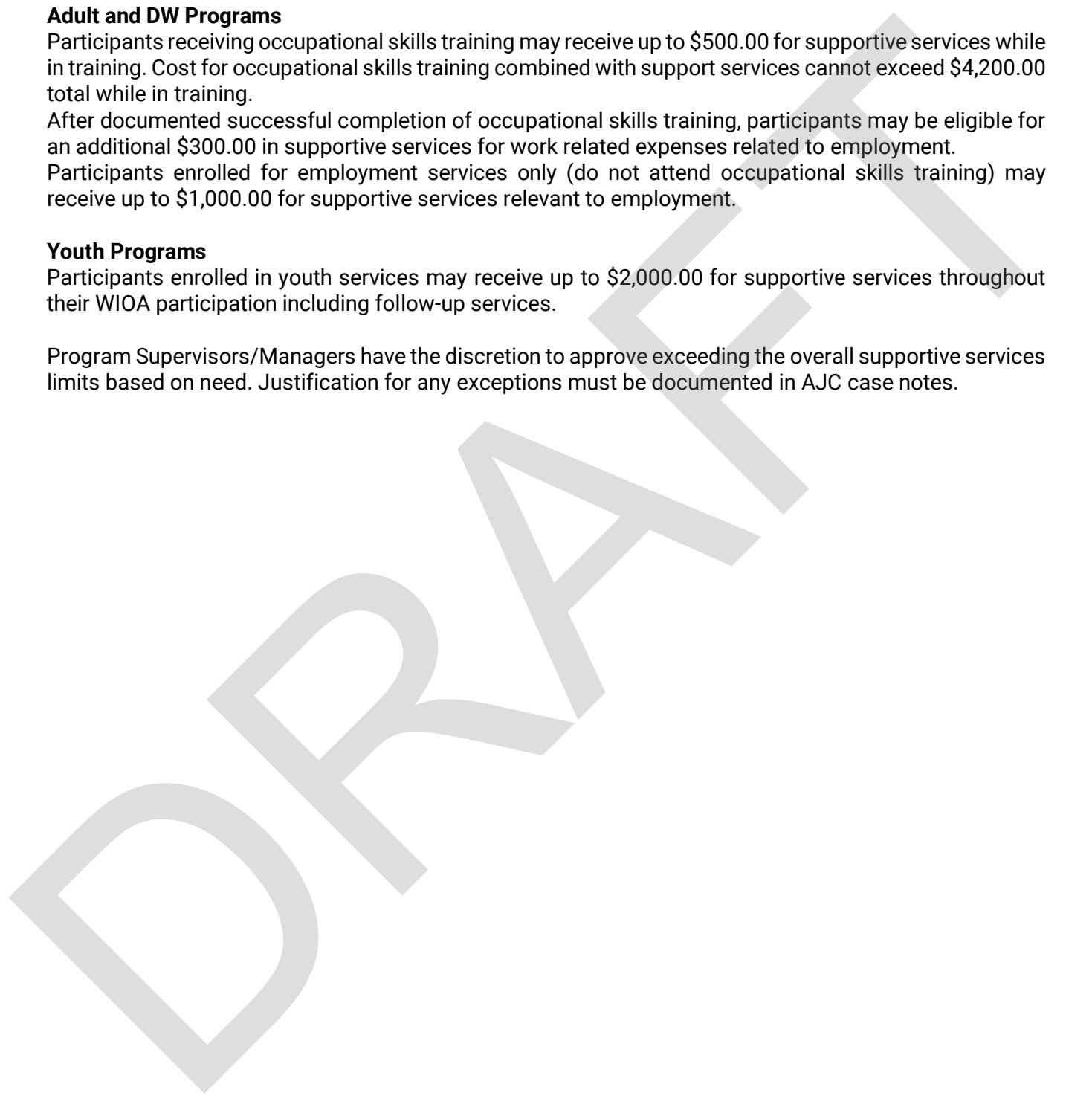
After documented successful completion of occupational skills training, participants may be eligible for an additional \$300.00 in supportive services for work related expenses related to employment.

Participants enrolled for employment services only (do not attend occupational skills training) may receive up to \$1,000.00 for supportive services relevant to employment.

Youth Programs

Participants enrolled in youth services may receive up to \$2,000.00 for supportive services throughout their WIOA participation including follow-up services.

Program Supervisors/Managers have the discretion to approve exceeding the overall supportive services limits based on need. Justification for any exceptions must be documented in AJC case notes.





Technology Use Agreement

Name of Workforce Development Program:

Name of Participant:

Maricopa County Human Services Department's Workforce Development Division is providing you with a Dell laptop for use with your virtual learning and activities.

As the receiver of the Dell laptop, I agree to the following:

- The Dell laptop will be used for virtual learning activities;
- Follow copyright laws and fair use guidelines and only download or import video or other content that are authorized or legally permitted to use;
- Keep the Dell laptop safe and secure; and
- If the Dell laptop is damaged, repairs will be my responsibility.

I also understand that the Workforce Development Division will not replace the Dell laptop if it is lost or damaged.

_____ (Initial) I have read and agree to the items listed above.

_____ (Initial) I have received the Dell laptop.

Participant Signature

Date

Staff Signature


Date





Consent Agenda.

Training Service Limits Policy

 MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD	SECTION/REFERENCE WIOA Final Rule 680.300-310 DES SECTION 500 Training Services	POLICY NUMBER WDB 20-03
	ORIGINAL ISSUE DATE December 2020	REVISION DATE September 2025
	AUTHORIZED BY: Maricopa County Workforce Development Board	
SUBJECT: Training Service Limits		

Purpose: To establish funding limits for Individual Training Accounts for Adult, Dislocated Worker, and Youth Programs. This policy is in effect until revised and applies for the current and all future Program Years.

Responsibility of: Title I-B Service Provider Staff (Career Advisors, Workforce Development Coordinators, Program Supervisors, Program Managers)

Definition: Occupational Skills Training (OST) is an organized program of study providing specific vocational skills leading to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.

Description: Individual Training Accounts (ITAs) are created for Priority of Service Adults, Dislocated Workers and Youth approved for occupational training services provided by an eligible training provider from the state’s Eligible Training Provider List (ETPL). The ITA is a payment agreement established on behalf of a participant with a training provider to purchase training services. The ITA identifies the training provider selected by the participant in consultation with the Career Advisor (CA), the training program, start and end dates, cost of training, grants/scholarships applied to the cost of training, and total WIOA funds obligated for the training. Individuals may be attending school when they become a WIOA Title IB participant; however, reimbursement of training costs is not allowed for payments made prior to WIOA Title I-B program participation.

ITA limits may vary for Adults, Dislocated Workers and Youth based on the actual costs listed on the ETPL for the selected training. The ARIZONA@WORK-Maricopa County Workforce Development Board has identified targeted industry sectors in its workforce plan which can be accessed on the [ARIZONA@WORK Maricopa County Workforce Development Board website](#).

ARIZONA@WORK Maricopa County has established an ITA limit of \$4,000 for Adults and Dislocated Workers and \$6,000.00 for Youth for training related to one of the targeted industries identified by the Local Workforce Development Board.

ARIZONA@WORK Maricopa County prioritizes available funding for training budgets to training programs that support the targeted industries and occupations identified by the Local Workforce Development Board, as determined on a bi-annual basis.

ARIZONA@WORK Maricopa County prioritizes available funding for training budgets bi-annually to training programs that support the targeted industries and occupations identified by the Local Workforce Development Board.

Training outside of these industry sectors will not be funded.

Equal Opportunity Employer/Program
Auxiliary aids and services are available upon request to individuals with disabilities

Policy Management

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

DRAFT



Consent Agenda.

MCWDB Membership Updates



2025-2026 Maricopa County Workforce Development Board Membership

Business, at least 51% Per Section 107 (b)(2)(A) & Bylaws Article VI, Section 1(f)(1)(2)(3)(4)								#	%	Minimum
Name	Title	Affiliation	Membership (Small Business at least 2)	Original Start	Term End	Notes/Special Circumstances	9	45%	51%	
1	Tim Willenborg	Vice President Product Management	Brenntag North America-Scottsdale	Transportation & Warehousing	3/27/2024	6/30/2027				
2	Scott Holman	Vice President, HR & GA	Amkor Technology	Manufacturing	1/29/2025	6/30/2028				
3	Danielle Goodman	Director	Intel	Manufacturing	1/29/2025	6/30/2028				
4	Kathryn Ybarra	Senior Director Clinical Education Professional Dev.	Banner Health	Healthcare	7/23/2025	6/30/2028				
5	Loren Granger	Vice President, Lead Executive Recruiter	Wells Fargo	Finance & Insurance	7/1/2020	6/30/2026				
6	Noelle Trinder	Senior Director, Healthcare Careers	Banner Health	Healthcare	6/22/2022	6/30/2028				
7	Linchen A Yap (Anna)	Director, Learning & Development	TSMC	Manufacturing	3/26/2025	6/30/2028				
8	Michael Vazquez	Executive Director	Arizona Building and Construction Trades Council	Construction (Small Business)	10/22/2025	6/30/2027				
9	Elias Medina	VP of Learning & Talent Acquisition	Arizona Financial Credit Union	Finance & Insurance	10/22/2025	6/30/2029				
Workforce, at least 20% Per Section 107 (b)(2)(B) & Bylaws Article VI, Section 1 (G)(1)(2)(3)(4)								#	%	20%
Name	Title	Affiliation	Membership	Original Start	Term End	Notes/Special Circumstances	6	30%		
10	Shawn Hutchinson	Training Director	Phoenix Electrical JATC	Labor Organization	7/1/2010	6/30/2028				
11	Tina Drews	Talent Management Director	Salt River Project	Apprenticeship	9/4/2019	6/30/2028				
12	Jacob Evenson	Business Manager	Boilermakers - Local 627	Labor Organization	1/11/2023	6/30/2026				
13	Kathryn Che' Collins	Director of Training & Talent	Habitat for Humanity	Community Based Organization	11/2/2022	6/30/2026				
14	Anne Landers	Chief Operating Officer	Junior Achievement of Arizona	Community Based Organization	11/15/2023	6/30/2028				
15	Albert Blanco	Training Director	SMART Local 359/ AZ Sheet Metal JATC	Labor Organization	10/22/2025	6/30/2029				
Education & Training, Per Section 107 (b)(2)(c) & Bylaws Article VI, Section 1 (H)(1)(2)								#	%	
Name	Title	Affiliation	Membership	Original Start	Term End	Notes/Special Circumstances	2	10%		
16	JakinDee Kosaka	Workforce Development Instructor	Maricopa County Adult Probation	AZADE Adult Education & Literacy - WIOA Title II	7/1/2024	6/30/2027				
17	Brittany Holmes	Associate Director, Professional Programs & Workforce Dev.	Vice President of Product Management at Brenntag N	Higher Education	10/23/2024	6/30/2028				
Governmental, Economic, and Community Development, Per Section 107 (b)(2)(D) & Bylaws Article VI, Section 1 (H)(3)(4)(5) & (I)								#	%	
Name	Title	Affiliation	Membership	Original Start	Term End	Notes/Special Circumstances	3	15%		
18	John Soto	Program Manager	Arizona Department of Economic Security	DES Wagner-Peyser - WIOA Title III	1/10/2024	6/30/2027				
19	Gregg Ghelfi	Executive Director	Arizona Finance Authority	Economic and Community Development	11/29/2017	6/30/2026				
20	Danielle Lertique	Program Supervisor	Arizona Department of Economic Security	DES Vocational Rehabilitation - WIOA Title IV	6/11/2025	6/30/2026				

Current Seats Occupied	20
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Consent Agenda.

Title 1B Quarterly Report

October 2025

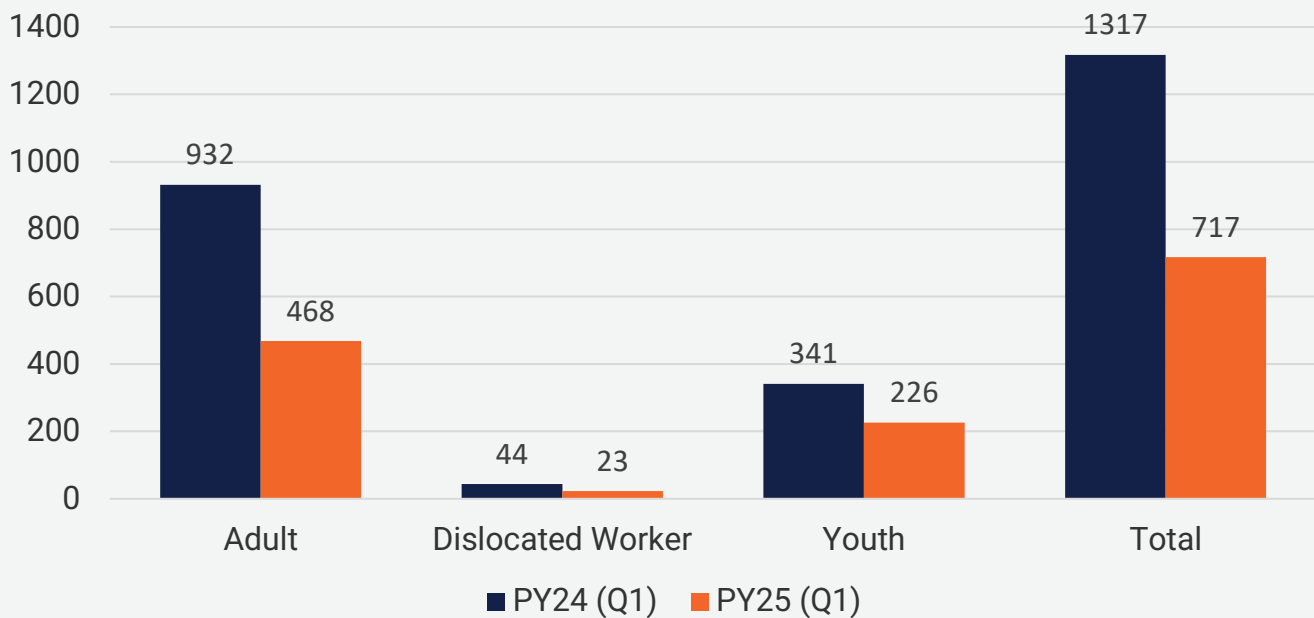
Quarter 1 Report PY25

**Maricopa County
Human Services Department
Workforce Development Division**

Overall Enrollments

In Q1 of PY25, we saw a significant reduction in enrollments consistent with availability of funding. All client groups had a decrease of enrollments compared to the same quarter last year. The Workforce Development Division (WDD) has continued to review staffing levels, operational costs, and allowable expenditures to make sure we're maintaining appropriate levels of service and fiscal responsibility.

Enrolled Participants



Comprehensive Center Traffic

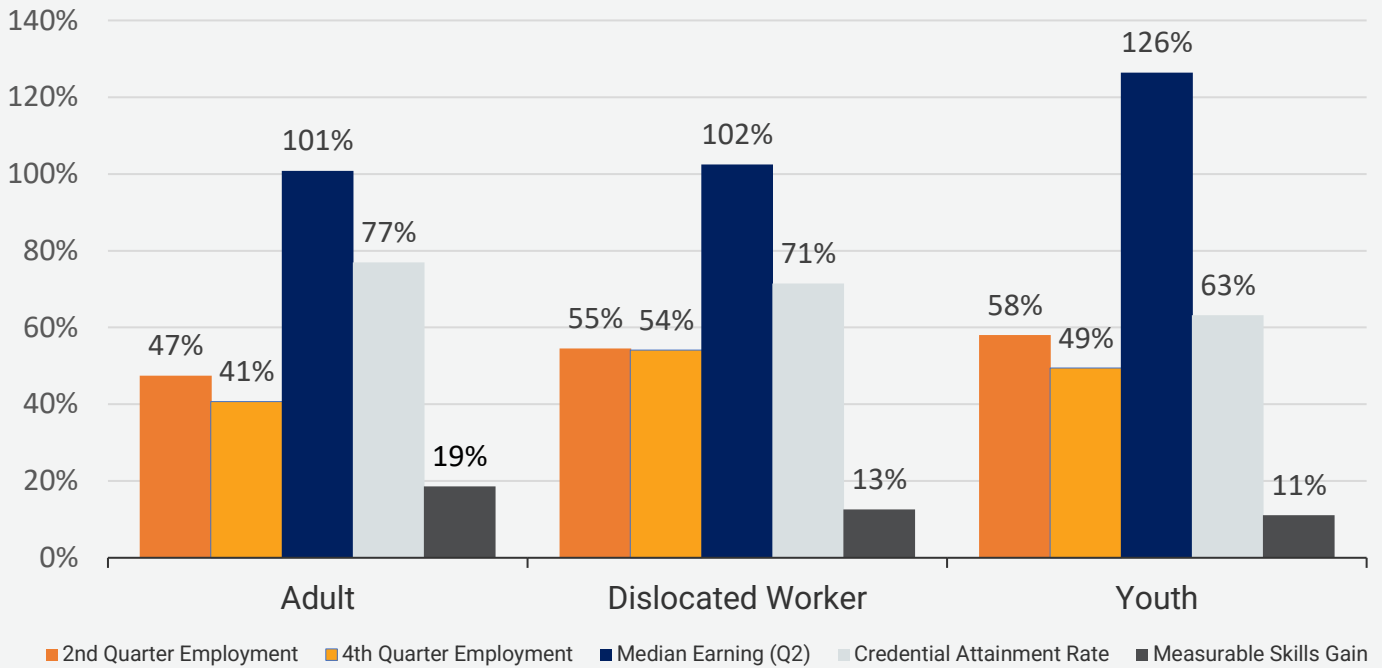
In Q1 of PY25, the West Valley Outpaced the East Valley Center in Traffic which has been the historical norm. Both the WVCC and the EVCC are operating expanded service hours, with both centers now open 8am – 7pm, Monday through Thursday. In Q1 we did see a notable increase in traffic from the previous quarter for the EV which is encouraging.

West Valley – 3,059 Job Seekers (3,181 Last Quarter)

East Valley – 2,468 Job Seekers (2,000 Last Quarter)

WIOA Performance

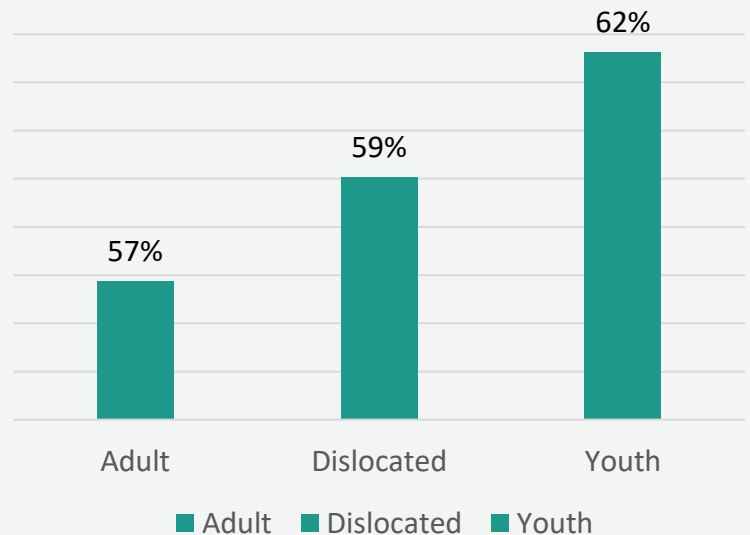
WIOA Performance Measures



In the first quarter of PY25, we're within acceptable performance scores for this time of the year. Many of these performance measures are cumulative and will naturally increase as enrolled participants move through the program and begin demonstrating outcomes. Compared to Q1 in PY24, we're slower along in some metrics, and very close to being the same in others. We will continue to focus on delivering services that directly lead to positive outcomes.

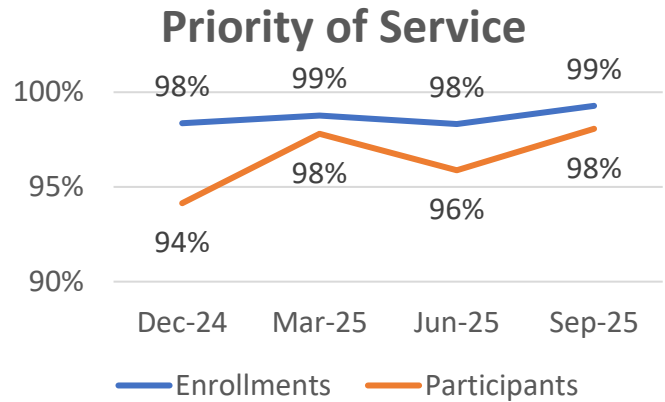
Overall Scoring: The overall scores for the three core programs are an average of the scores from the five performance measures displayed above. As the individual metrics increase, so will our overall scores. Maricopa County is on pace to once again meet/exceed these expectations by the end of the program year.

Overall Scores



Priority Population Summary

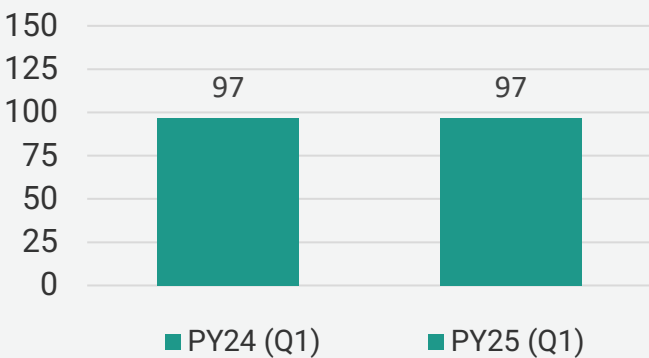
Priority of Service was implemented to ensure those most in need were receiving assistance. This approach has been instrumental in navigating the decrease in budget from PY23 to PY25. For a LWA to be as diverse and populous as ours, this is a huge accomplishment and a true testament to the work being done by our Title 1B frontline staff.



Work Experience

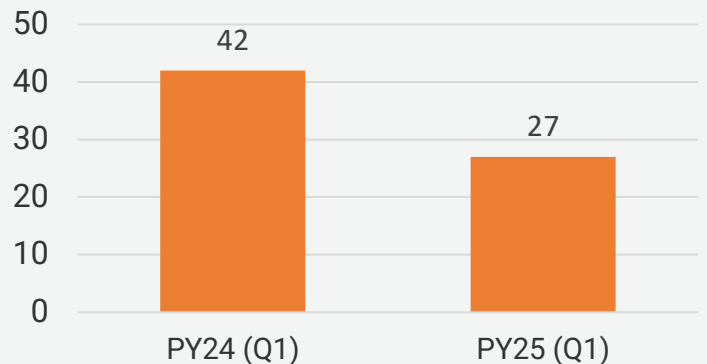
A Work Experience (WEX) is a planned, structured learning experience that takes place in a workplace for a limited time. Work Experiences may be paid or unpaid, as appropriate, and consistent with other laws, such as the Fair Labor Standards Act. A Work Experience provides participants with opportunities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

Youth Program



The Youth WEX program experienced a decline in participation compared to the prior year. There has been a very intentional effort by our team to identify youth participants who could benefit from a WEX opportunity and get them engaged.

Smart Justice



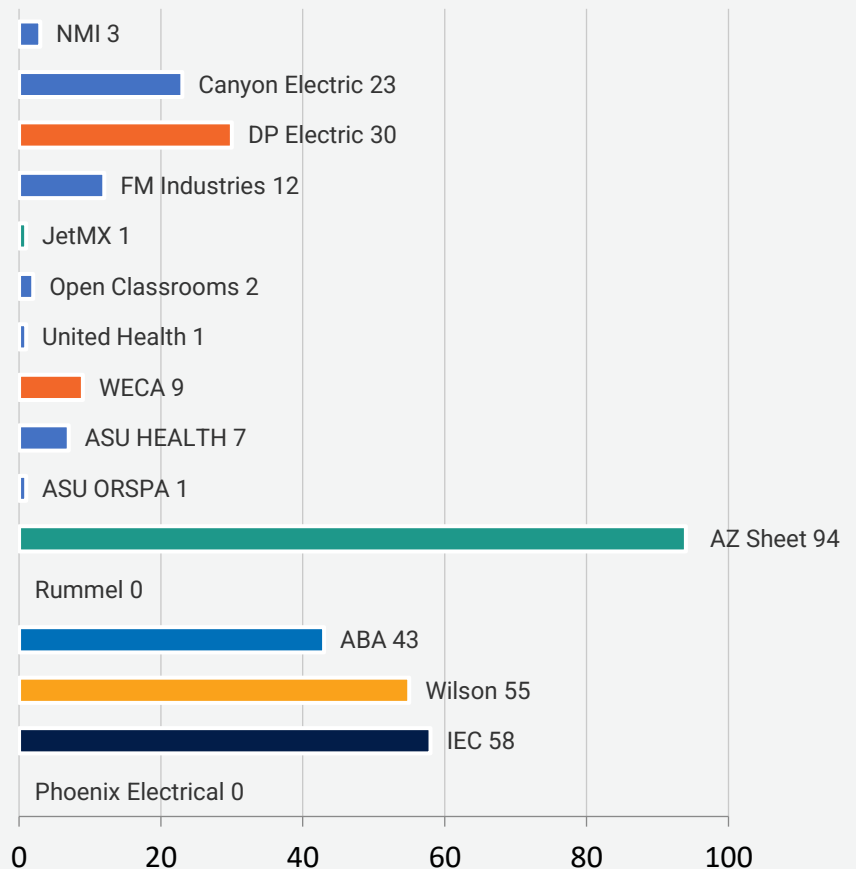
In Q1 of PY25, there was a decrease in the number of Smart Justice participants engaged in a WEX opportunity than the year prior. This program continues to be a model of consistency and amazing outcomes.

Apprenticeship

After reconciling all potential apprentices enrolled, there were 322 active apprentices in Q1 of PY25. Apprentices are funded through a combination of ARPA and WIOA funds, this has allowed us to support apprentices at an unprecedented level. As construction continues to be the largest industry supported by apprenticeships, we're also receiving more and more interest in apprenticeships in Healthcare and Advanced Manufacturing. We look forward to supporting additional programs in the future. As funding levels continue to decrease, we will use all available information to make informed decisions and plans on how to allocate future funding.

Apprenticeship Participation Breakdown

We are currently working with 16 apprenticeship programs and have active participation in most of them. We have apprenticeship programs still in development that we will support their first cohorts in PY25. Construction remains the most funded industry across apprenticeships.

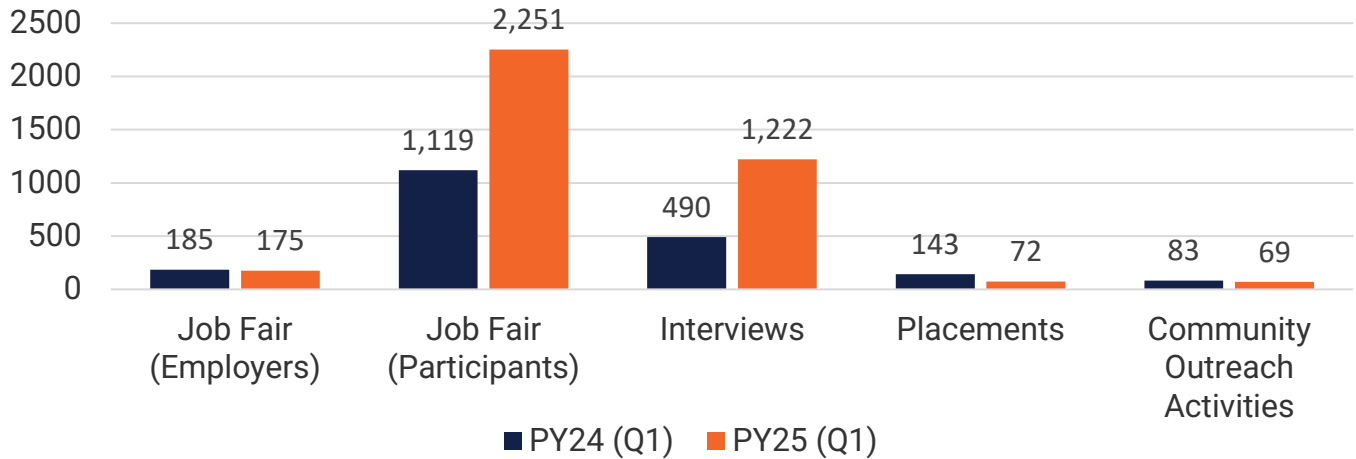


New Apprenticeship Partners

As is the objective of the MCWDB, we continue to support and explore new Registered Apprenticeship Programs coming to the Valley and gained 1 new partnerships during PY25 Q1. As of the end of Q1 there are no immediate new partnerships on the horizon. We receive communications from the State Apprenticeship Office of newly registered programs in our service area, however, all partnerships shared in Q1 were in non-demand industries, not currently supported.

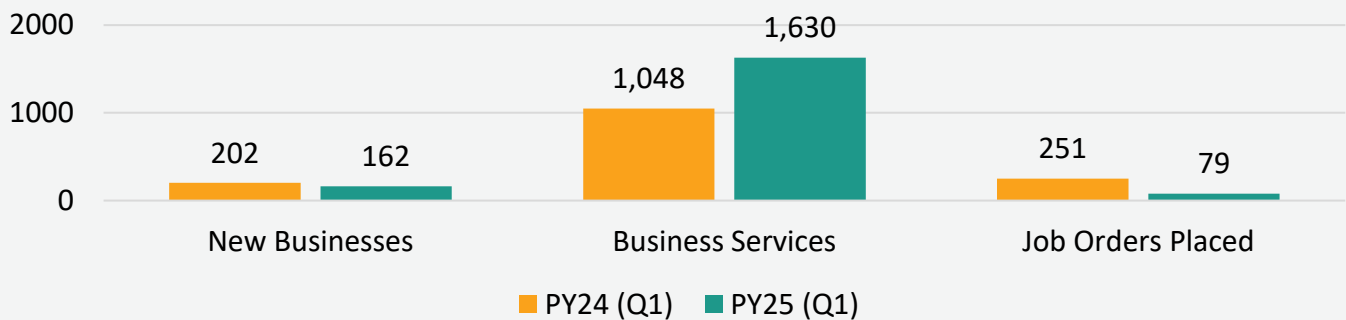
Business and Community Services

Workforce Development Coordinators



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

Business Service Representatives (Cumulative)



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

Program Highlights

Youth Program

During the first quarter, the Youth Program remained highly active, facilitating 89 Meet & Greets and enrolling 78 new youth participants. The Youth team collaborated with 166 individuals to authorize 717 new services, including 21 WEX placement referrals and 32 supportive services. Additionally, the team maintained a strong focus on Occupational Skills Training (OST), advising and approving 33 training authorizations in key industry sectors such as Transportation, Health Care, Construction, and Information Technology.

The Youth Team recently launched a dedicated workgroup focused on identifying and addressing barriers to enrollment in youth services. Through a collaborative and data-informed approach, the team successfully redesigned the pre-enrollment process to make it more streamlined and accessible, ensuring that youth can more easily connect with the support and opportunities available through our program.

In addition to process improvements, the Youth Team partnered with the Training Team and Communications Department to produce a short, engaging video that highlights the program's benefits and showcases how it can empower potential youth participants. This multimedia effort is part of a broader strategy to raise awareness and encourage participation among eligible youth across the county.

Beyond these initiatives, the Youth Program remained deeply engaged with the community through visits, presentations and job fairs at various schools and partner organizations. These included Early Education Health Fair, Biz Town, South Mountain College, Tempe Envision Center and Arizona Mills Job Fair.

Adult/Dislocated Worker Program

During the first quarter, 426 adults participated in WDD orientation sessions as part of their pursuit of workforce-related goals. The Adult/Dislocated Worker program facilitated 70 Meet and Greet appointments and secured approval for 64 individualized enrollments. The program maintained a strong focus on serving high-priority populations, including veterans, eligible veteran spouses, low-income individuals, and those with basic skills deficiencies. In addition, 75 clients began occupational skills training, and 593 new services were introduced to support incoming participants.

This quarter also marked the return of the CDL module, allowing participants to complete orientation while gaining deeper insight into the standards and demands of the commercial driving industry. Fifteen individuals successfully completed the module, positioning themselves for potential careers in transportation.

The AD/DW program strengthened its partnership with the RESEA Title III team to improve coordination and streamline referrals. This collaboration is designed to enhance outreach to eligible Dislocated Workers, increase referrals from RESEA to AD/DW services, align reemployment strategies across programs, and support integrated service delivery through shared case management and cross-training. These efforts are expected to increase enrollment in workforce services and accelerate reemployment for individuals affected by layoffs.

The AD/DW team also actively participated in job fairs across Maricopa County, including events in Surprise, Goodyear, Avondale, Mesa, Tempe, and Queen Creek, helping expand employment opportunities and deepen community engagement.

Program Highlights (continued)

Smart Justice Program

During the first quarter of Program Year 2025, the Smart Justice team continued its commitment to providing meaningful support to justice-involved individuals as they work toward employment, stability, and successful reintegration. The program enrolled 78 new participants; each receiving individualized guidance to address barriers and build pathways to self-sufficiency. In total, 550 new workforce services were delivered to 131 individuals, including 127 services focused on employability skills and job search assistance, reinforcing our emphasis on practical preparation and long-term success.

The team facilitated 12 new occupational skills training opportunities across high-demand industries such as construction, IT, social assistance, and transportation. Twelve participants successfully completed training this quarter, earning industry-recognized credentials and hands-on experience. Some of the completers included participants began their training in previous quarters, reflecting our long-term support model.

The Work Experience (WEX) program welcomed 14 new participants into temporary job placements designed to build confidence, structure, and real-world skills. Twelve participants completed their WEX assignments, gaining professional references and a stronger foothold in the workforce.

A key highlight this quarter was the expansion of support for justice-involved Veterans. We began a collaboration with the DES DVOP at the Southeast Justice Center, ensuring Veterans who are engaged through Smart Justice, Veterans Court, or Title III services have access to specialized employment resources. To strengthen this support, we introduced dedicated flyers, points of contact, and streamlined referral options, including additional employment services through the AZURA Vets Coalition in Mesa. These efforts reflect our commitment to ensuring Veterans are met with opportunity, not obstacles.

Community Partnerships

This quarter, Workforce 2 You participants completed coursework, received wrap-around services, obtained industry recognized credentials in in-demand industries, and attended completion ceremonies.

This year, every person who completed a program took the certification exam on the last day of class. The Engineering Technician program qualified students to obtain multiple certifications throughout the program, to include:

- Occupational Safety and Health Administration (OSHA) General Industry Certification
- Introductory Mechatronics Certification
- Level One Electricity Fundamentals Certification
- Hydraulics and Pneumatics Certification

Program Highlights

Community Partnerships (continued)

Each healthcare program included one industry-recognized healthcare certification
Participants received wrap around services, to include:

- Gas cards
- Practice interviews with employers
- Resume' workshop, concluding in an updated resume' to take home

The Business Services team is currently working with participants on securing employment.

Workforce 2 You (grant program year 2), PY 25 Q1

Training Program	Location	# of Program Completers	# of Industry Recognized Credentials Obtained to Date	# Wrap Around Services Received
Electronic Healthcare Records Management	Wickenburg	2	pending	4
Electronic Healthcare Records Management	Queen Creek	10	6	15
Electronic Healthcare Records Management	Guadalupe	5	4	6
Medical Billing and Coding	Guadalupe	3	1	6
Home Health Aide	Queen Creek	7	7	19
Engineering Technician	Queen Creek	10	61	20

English Language Learner	Gila Bend	9 graduated on 7/12/25 7 are employed with same employer for 3 months or more
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Program Highlights (Continued)

Business Services

The Job Blast continues to be distributed to over 19,000 subscribers each week. The Job Blast provides job seekers quick access to the information they are seeking utilizing customized landing pages for information including Job Fairs, Featured Jobs, Regional Job Listings, Workshops and Trainings, an Employer Spotlight and other resources.

During PY25 Quarter 1, we hosted 8 Rapid Response Events for employers experiencing layoffs. The BSRs introduced 162 new employers to our services and checked in with 523 existing employers to offer services including job postings, job referrals, and hiring events. The BSRs supported 12 Job Fairs around the Valley, with 217 employers tabling at the events.

Here are a few of the comments received from employers attending our hiring events:

- “We had over 100 job seekers with a constant line”
- “Amazing-very engaged and ready to work individuals”
- “Lots of applicants in logistics industry and IT”
- “Set up was executed beautifully”
- “Amazing turn out with qualified candidates”
- “Numerous potential candidates to call back”
- “Great variety of candidates with different levels of background and experience”
- “Had 5 hires to follow up with”
- “We are sending emails to everyone we spoke with”
- “Very lucrative event for us. We have several individuals who will be applying”
- “Today was excellent, great turn out!”
- “Thank you for coordinating these!”
- “I was impressed! We have 8 individuals who are interested!”

Success Story

Fall 2025

Ethel Cunningham

Participant: Jonnae S.

Before reconnecting with ARIZONA@WORK Maricopa County, Jonnae—a young single mother of three and a justice-involved individual—was facing significant life challenges. Although she had previously reached out to our services, she hadn't followed through. This time was different. She returned with renewed determination and a clear vision for a better future.

Upon re-enrollment, Jonnae was paired with Youth Career Advisor (YCA) Ethel, who immediately began helping her explore sustainable career paths aligned with her interests and experience. Jonnae shared that she had previously worked in hospital registration and truly enjoyed the environment. Together, they reviewed Labor Market Information (LMI) and her O*NET career assessment results, which confirmed her strong interest in the medical field.

To give her hands-on experience, Ethel arranged a Work Experience (WEX) placement at a local clinic focused on medical assisting. Jonnae was excited but lacked the essentials to begin. Thanks to support services, she received scrubs, work shoes, a stethoscope, and bus passes; everything she needed to succeed. She completed the entire WEX program, gained valuable experience, and earned a \$500 completion bonus.

With her WEX behind her, Jonnae was ready for the next step: occupational skills training. Ethel walked her through the Individual Training Packet and helped her explore training providers available through the Arizona Job Connection (AJC). Choosing the right school was daunting, financial concerns and long-term implications weighed heavily on her. With thoughtful guidance, Ethel helped Jonnae evaluate her options and select a path that was both financially feasible and aligned with her goals.

Jonnae enrolled in the Medical Assisting with Phlebotomy program at Arizona College. She not only completed her coursework but also successfully finished her externship. Her dedication paid off and shortly after graduating, she was hired full-time by UMOM.

Today, Jonnae has achieved financial stability and independence. She purchased a car, eliminating transportation barriers, and now enjoys steady employment in a career she loves. Most importantly, she's built a better life for herself and her children.

In her own words: "I have a better life thanks to the program."



Maricopa County
Human Services Department
Workforce Development Division
Maricopa.gov/WDD



MCWDB Reports.

MCWDB Quarter 1 Report



**MARICOPA
COUNTY**

**MCWDB
QUARTERLY REPORT**

**PY 2025 - 2026
1st Quarter | July - September 2025**

ARIZONA@WORK™
MARICOPA COUNTY
A proud partner of the americanjobcenter network

Actions on MCWDB Required Roles

Strategic Functions

- 01 Monthly MCWDB budget financial reviews with the MCWDB Fiscal Agent to ensure open communication and proper management of MCWDB funds.
- 02 Continued collaboration with regional partners, including monthly meetings with the City of Phoenix and Pinal County, the creation of the Regional Workforce & Economic Development Initiatives Workgroup, and the Central Arizona Workforce Forum Series.
- 03 Work with the State Equal Opportunity Officer to conduct Equal Opportunity monitoring at all service provider locations.
- 04 Continued work with the MCWDB Board and partners to identify areas of improvement for employers and job seekers, as identified in the 2024 Local Plan and 2025 Strategic Plan.
- 05 Continued collaboration and community partnership including social media collaboration with municipal and state partners (i.e., ARIZONA@WORK, City of Peoria, City of Surprise, and City of Avondale)
- 06 Continued collaboration with all workforce development local area stakeholders to ensure compliance.



System Capacity Building

- 01 Regular engagement with community stakeholders and key partners to actualize the Board's vision of creating a best-in-class workforce system.
- 02 Board approval for the MCWDB Bylaws Modification to allow for the creation of workgroups in addition to committees. Sunset the Regional Initiatives and Employer Connection Committees. Potential FY256 workgroups to focus on manufacturing, healthcare, construction, and/or regional workforce/economic development.
- 03 Board approval of the 2025 - 2028 MCWDB Strategic Plan, created with support from the Maricopa County Innovation Studio.
- 04 Continued meetings with Board of Supervisors' Liaison, Administrative Entity, and Career Service provider to ensure system and program oversight, alignment, and open and transparent communication.



MCWDB Goals

- 1 Determine long- vs. short-term in-demand industry and occupation workforce planning needs.
- 2 Establish sustainable funding opportunities based on workforce needs and shared funding partnerships.
- 3 Scan the environment (regional and state) to identify, leverage, and improve alignment of existing Arizona workforce expertise, economic development opportunities, and title partners.
- 4 Leverage network to establish consistent industry terminology requirements used by employers, educators, and organizations to align with job seekers' qualifications, certifications, lifestyle expectations, etc.
- 5 Recognize each in-demand industry's potential career pathway entry points for current and future job seekers of all levels.

Goal Progress Summary

During the 1st Quarter (July - September), the Maricopa County Workforce Development Board (MCWDB) adopted new goals from the 2025 Strategic Plan and closely monitored requirements to ensure compliance with the Workforce Innovation and Opportunity Act (WIOA) and the Department of Labor.

The MCWDB, in partnership with the Chief Elected Official's Liaison and the State of Arizona, has successfully established procedures and timelines to ensure full compliance with WIOA and provide the best value-added services to Maricopa County constituents. During this quarter, the following highlights were completed:

1. Conducted officer elections for the Chair, Vice Chair, Second Vice Chair, and Executive Committee Appointed Member
2. Welcomed Kathryn Ybarra from Banner Health as a new board member
3. MCWDB staff collaborated with the Maricopa County Innovation Studio, City of Phoenix, and Pinal County to host the first-ever Central Arizona Regional Workforce Board Retreat on July 22nd at Central Arizona College.
4. Adopted the 2025-2028 MCWDB Strategic plan.
5. Approved updates to the following policies: Adult Program Eligibility, Dislocated Worker Eligibility, Occupational Skills Training, and the Self-Sufficiency Policy
6. Approved the FY26 Service Provider Budget: \$13,541,285
7. Continued monitoring site visits and continued eligibility for the Eligible Training Providers List (ETPL), which includes 66 Training Providers and 235 Programs.
8. Launched the FY26 Social Media Strategic Plan and increased followers and reach across social media channels.
 - 3,549 LinkedIn
 - 642 Facebook
 - 1,109 Instagram

Anticipated Activities

This program year, the MCWDB, with support from their staff, will focus on carrying out the goals and strategies within the 2024 Local Plan and 2025 Strategic Plan.

The MCWDB continues to measure the outcome and performance of the local area to ensure resources are being maximized, pursuing regional and collaborative opportunities, and identifying innovative ideas in workforce development. All while ensuring compliance of the WIOA and the 13 required functions of the MCWDB.

MCWDB Activities include, but are not limited to:

- 2025 Strategic Planning Reporting Kickoff
- Board Member Orientation & Engagement
- Continued Policy Review as Needed
- Central Arizona Workforce Forum Series
- Central Arizona Regional Workforce & Economic Development Workgroup Launch
- Manufacturing Workgroup Launch
- In-Demand/Targeted Industry Review
- ASU Helios Decision Theatre Board Member Tour



► One-Stop Operator Quarterly Progress

- Continues to provide daily front desk assistance to clients at the Maricopa County ARIZONA@WORK Career Centers.
- Holds regular monthly meetings with one-stop partners and leadership to foster collaboration and shared learning.
- Continuously assesses service gaps and promotes strategies to strengthen partner coordination and effectiveness.

► MCWDB Policy & Compliance Updates

The Compliance and Policy Manager began conducting monthly monitoring reviews of the MCWDB service provider, the Human Services Workforce Development Division (WDD). This new practice has strengthened oversight and enhanced collaboration between the MCWDB and WDD. These reviews have produced recommendations that support a best-in-class workforce system.

Compliance documents reviewed and approved by the Full Board in Quarter I:

- Adult Program Eligibility Policy
- Dislocated Worker Eligibility Policy
- Occupational Skills Training Policy
- Self-Sufficiency Policy

Compliance documents reviewed and approved by the Executive Committee in Quarter I (Full Board approval in Q2):

- Supportive Services Policy
- Training Services Limits Policy

Policies and documents to be reviewed in the upcoming quarter:

- Eligible Training Provider List Policy
- Needs Additional Assistance Policy
- Selective Service Policy
- Youth Program Eligibility Policy

Central Arizona Regional Executive Committee Retreat





Maricopa County Workforce Development Board
301 W. Jefferson St., 9th Floor, Phoenix, AZ 85003
MCWDB@maricopa.gov



MCWDB Reports.

Fiscal Report



FY26 WIOA Financial & Budgetary Review





FY26
**WIOA Financial & Budgetary
Review**

Eddie Contreras
Grants Accountant

FY2026 WIOA Budget to Actual

Service Provider Approved Budget \$13,541,285

Expended YTD as of October 31st, 2025

\$3,904,655

WDB Approved Budget= \$1,328,774

Expended YTD as of October 31st, 2025

\$352,303

**In FY26 at minimum \$10,171,678 must be expended by June 30th, 2026

42% Expended as of October 31st, 2025

WIOA Funding by Category

Fiscal Year 07/01/2025-06/30/2026 FY26 Service Provider (WDD)						
	FY26 Approved Budget	YTD FY26 10/31/2025	% Spent YTD	Forecast	% Forecast	Balance Remaining
Roll Up						
ADULT/DW	8,848,961	2,365,982	27%	6,974,709	79%	1,874,252
YOUTH	4,417,324	1,446,316	33%	3,461,207	78%	956,117
RR	275,000	92,357	34%	267,461	97%	7,539
Total	13,541,285	3,904,655	29%	10,703,377	79%	2,837,908
Fiscal Year 07/01/2025-06/30/2026 FY26 Workforce Development Board (WDB)						
	FY26 Approved Budget	YTD FY26 10/31/2025	% Spent YTD	Forecast	% Forecast	Balance Remaining
Roll Up						
ADULT/DW	996,580	265,890	27%	854,086	86%	142,494
YOUTH	332,194	86,413	27%	284,696	86%	47,498
Total	1,328,774	352,303	27%	1,138,782	86%	189,992





Thank You



MCWDB Reports.

WDD Service Provider Update



Workforce Development Division

Jared Beard, Assistant Director
Workforce Development Division



By the Numbers (Q1)

5,527

Maricopa County residents visited our One Stop Centers

162

New businesses engaged

322

Active Apprentices this past quarter

717

enrolled participants

2,251

Job Seekers participated in a county hosted job fair

69

Community Outreach Activities

Program Highlights

Smart Justice

The program enrolled 78 new participants; each receiving individualized guidance to address barriers and build pathways to self-sufficiency.

Business Services

The Job Blast continues to be distributed to over 19,000 subscribers each week. During PY25 Quarter 1, we hosted 8 Rapid Response Events for employers experiencing layoffs.

Youth Program

The Youth Team partnered with the Training Team and Communications Department to produce a short, engaging video that highlights the program's benefits and showcases how it can empower potential youth participants.

On the Horizon

- **Workforce 2 You Final Year**
- **ARPA Funding Shift**
- **NAWDP Annual Conference**



Questions?

Jared Beard

Maricopa County Workforce Development Division

jared.beard@maricopa.gov

Phone: 623-280-7487



MCWDB Reports.

Executive Director Report



Maricopa County Workforce Development Board Report



Steve Clark, Executive Director

October 29, 2025

MCWDB Membership Update

We will welcome three new Board members at our November 20, 2025, MCWDB meeting. They are Michael Vazquez (Executive Director, Arizona Building and Construction Trades Council) – Business Category (Construction), Albert Blanco (Training Director, SMART Local 359/AZ Sheet Metal JATC) – Workforce Category (Labor Organization), and Elias Medina (VP of Learning & Talent Acquisition, Arizona Financial Credit Union) – Business Category (Finance and Insurance).

Three seats remain open and must be filled by January 22, 2026, to remain in compliance with state policy and our bylaws. The MCWDB will also hold elections for two leadership positions at the November 20, 2025, meeting. The offices of Chair and Vice-Chair will be considered on that day.

Industry-Driven Skills Training Fund Grant

The U.S. Department of Labor announced the award of more than \$86 million in Industry-Driven Skills Training Fund grants to 14 states to accelerate innovation, strengthen domestic production, and address critical workforce needs across the country, with more than \$20 million of the funding supporting the revitalization of the domestic shipbuilding industry, training workers in welding, marine electrical, manufacturing, and other skilled trades.

Arizona Department of Economic Security was one of the award winners of \$5 million to support advanced manufacturing. Maricopa County, the City of Phoenix, and Pinal County are the targeted workforce areas receiving this grant. The Maricopa County award is \$1.5 million and will identify and enroll 469 participants over the next 3 ½ years.

Targeted Industries & Occupations Focus Group

Laura Malhoit, MCWDB Compliance & Policy Manager has guided this focus group as they processed information related to in-demand industries and occupations. Laura will present to the MCWDB Executive Committee in January for further discussion. The plan for final approval will be in the hands of the MCWDB at the February meeting.

Projects

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

- Partner collaboration
- ETPL oversight/restructuring
- OSO oversight/contract extension
- MOU/IFA review/revisions
- Central Arizona Regional Workforce Forum Series planning
- MCWDB Committee Agenda Development
- Apprenticeship Coalition Next Steps
- Policy Revisions
- Social Media presence
- State Monitoring prep
- Target Industries and Occupations Focus Group

If you have any questions or comments about the content of this update, I can be contacted by phone at 602-377-3844 or by email at steve.clark@maricopa.gov.



MCWDB Reports.

Strategist Report

In-Demand Career & Apprenticeship Strategist Report

Katelyn Harris Lange | October 2025

Upcoming Events

- **November 6:** Arizona Town Hall
- **November 13, 14 & 20:** Hiring Events in Surprise, Tempe & Glendale
- **December 9:** West Valley Workforce Forum
- **December 29:** Veteran Hiring Event in Litchfield Park

Community Outreach

I attended the following community meetings & events:

- **October 7:** Native American Connections Workforce Program Meet & Greet
- **October 8:** UofA Graduate Class Panel on Career Development
- **October 9:** Arizona Association for Economic Development (AAED) Workforce Committee
- **October 18:** AAED Fall Forum

AZED Pro Graduation & Regional Workgroup Kickoff

This month, I earned my Arizona Economic Development Professional Certifications from AAED and we held the first meeting of the Regional Workgroup.

As a first step, the workgroup is developing an employer-facing document to introduce ARIZONA@WORK services.





MCWDB Reports.

Monthly One Stop Operator Report

To: Steve Clark, Workforce Board; Laura Malhoit, Nancy Avina Maricopa County Workforce Development Board (MCWDB)

Date: **November 13, 2025**

From: Janine Estrada – One Stop Operator

Subject: One-Stop Operator Report: October- 2025

Maricopa County One Stop Operator Front Desk Customer Interactions:

East Valley Career Center (Mesa)

Service	October -25
On-site assistance (resume writing, Title I registration, program referrals, job referrals, Arizona Job Connection (AJC) referrals, and other related services)	694
Calls	110
DES (AJC, Unemployment)	716
Smart Justice calls	46
Core Partner Referrals	190
Community Partner Referrals	146

West Valley Career Center (Glendale)

Service	October -25
On-site assistance (resume writing, Title I registration, program referrals, job referrals, Arizona Job Connection (AJC) referrals, and other related services)	990
Calls	180
DES (AJC, Unemployment)	398
Smart Justice calls	14

Number of Enrollments for September 2025	Program(s)	Number
	Youth	30
	Adult/Dislocated Worker	42
The <i>updated</i> number of Enrollments for October 2025	Youth	31
	Adult/Dislocated Worker	41

Business Services Updates

- During the month of October, the Business Services team connected with 43 new employers and 220 existing employers. We received 2 WARN Notices for Rapid Response Services.

Number of customers welcomed at Satellite sites. (count kiosk numbers)

<u>SATELLITE LOCATIONS</u>	
Avondale	200
Glendale	136
Goodyear	204
Mesa	232
Surprise	28
Tempe	39
Wickenburg	105

OSO Team Updates September:

- OSO Community Partners Meeting: Overview of Arizona Dream Team- Developmental Disability Agency shared by Maricela Reed with 44 in attendance.



- OSO ARIZONA@WORK Maricopa County Collaboration Leadership (MCCL) Meeting: Overview of Phoenix Indian Center shared by Olivia Hendricks with 18 in attendance
- Cactus UI platform routes users to Maricopa County One Stops, many customers with Cactus concerns were not signing in at Kiosks.
- Maricopa OSO set up regular meetings with Pinal OSO
- October One Stop Customer Satisfaction Survey 84.89%

Partners Updates:

- Voc Rehab- Sharon Cunningham: Launched a new Case Management System, Informed. Phase 1 with platform, achieving more user-friendly interface. Big shout out to IT team.
- AZ Apprenticeship- Betsy Nelson: New registrations 304 throughout the state registered. Focus on having those conversations with employers. Open virtual office hours Wednesday 2pm to 3pm.
- RESEA- Sandra/Amy: Cactus issues are being worked through, Platform launched for clients UI September 7th, 2025. Appreciation for Title 1b team for enrollments. Update, scheduled 664 appointments, completed 564 and made 22 referrals.
- Phoenix Indian Center- Olivia Hendricks: Lunch and Learn shared Oct 21. Fall Festival Oct 24 5-7pm 4041 N Central Ave. Building B. Phoenix, AZ 85012. Youth GONA- Oct 25th 9am to 3pm Montecito Community School Cafeteria 715 E. Montecito Ave., Phoenix AZ 85014
Hiring looking for Workforce Development Program Coordinator, Navigation Specialist, and Youth Development Specialist
- West Valley Job Fairs: Avondale Oct 16th, Goodyear Oct 23rd, Surprise Nov. 13th and Vallarta Super Markets Oct. 22nd & 23rd – Multi-flyer attached.
- East Valley Hiring Event Oct 15th 10 am to 1 pm and Weekly Hiring events flyer attached ~Kevin M.
- City Of Tempe Job Fair 11.14.2025 Flyer attached~ Carter E. CA
- DES Glendale Office Hiring Event 10.30.2025 10:00 a.m. - 12:00 p.m.~ Sara P. Harmon Library 1325 S. 5th Ave. Phx. 85003 – Set Aside and Expungement Clinic Oct 16th 3 pm to 5 pm
<https://calendar.phoenixpubliclibrary.org/event/14457838>

Registration link for upcoming events: [Burton Barr Central Library - Phoenix Public Library Event Calendar - Phoenix Public Library](#)

Mock Interviews

Selected Sundays, please register on the online calendar for a session. Sign up for a one-on-one, 30 minute, session to help you get prepared and make a great impression. Mock interviews can help prepare you to

answer common interview questions and feedback, improve self confidence and improve communication skills. Register on the Library's Online Calendar here:

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staff assistance

[Employer Spotlight PECKHAM-Phoenix](#)

~ Keith

- Hiring event with MCU Phx @ work October 22nd at Harmon Library 10 2pm Interviews and Job offers
- NourishPHX will have a workshop for "interview skills" with City of PHX Wednesday October 15th 10am -12pm at 501 S 9th Avenue, Phoenix, AZ 85007 ~ Shea G.
- [Venture Café Global's](#) inclusive platform, featuring the Thursday Gathering, empowers individuals and organizations across the world to learn, connect and share solutions for lasting impact. Oct 9th Next-GEN in Semiconductors and Biotech [Women Entrepreneur Network \(WEN\) - Venture Café Phoenix](#) ~Jake B.
- Information: Social Security has limited offerings amid government shutdown: social security benefit verification letters, review earnings history, reinstate benefits for those being released from jail, dispute overpayments, or change payee services. (Please contact directly)
- Dress for Success Arizona- Women's Workshop: Pitch Perfect - Strengthen Your Personal Brand Oct 16th 10 am to 1 pm. See link for job seekers to register for this workshop, <https://dfsp-pitchperfect-1016.eventbrite.com> . Please note this workshop is only for women at Central location. 3110 North Central Avenue #Suite D 200 Phoenix, AZ 85012
Speed Mock interviews
- ARIZONA@WORK Virtual Employer Outreach Meeting
Time: October 21, 2025 10:00 AM Arizona
Every month on the Third Tue, 60 occurrence(s)
Please download and import the following iCalendar (.ics) files to your calendar system.
Monthly:
https://azdes.zoomgov.com/meeting/vJlscumgqDkuG4YzU9qjF6pDMDPYzscU5_0/ics?icsToken=98tyKuiurz4qEtKXtBjBel86FZngeerFiWRp_ppHqUb0CQYFcifbEtJ7KKF8JY3v
Join ZoomGov Meeting
<https://azdes.zoomgov.com/j/1615086241>
Meeting ID: 161 508 6241~ Tim Stump Voc Rehab
- JobBlast Link [Signup Form](#)

Warn and Non warn AJC:

Notice Date	Warn Type	Employer	Number of Affected Employees	LWIB Area
10/28/2025	Warn	<u>Buena Vista Recovery</u>	202	7 - ARIZONA@WORK - Maricopa County
10/29/2025	Warn	<u>Microchip</u>	63	7 - ARIZONA@WORK - Maricopa County
10/30/25	Warn	<u>Arizona Autism</u>	2792	5 - ARIZONA@WORK - City of Phoenix

1. Buena Vista Recovery. – drug and alcohol detox and treatment provider close three locations amid downward pressures on the residential care model since 2024. [link](#)
2. Microchip – The outdated facility can't expand, so employees were offered roles at the Seattle location. [link](#)
3. Arizona Autism.- restructuring in response to by the state Division of Developmental Disabilities, plans for staff to stay with company as contractors [link](#).

Location: Eagles Community Center, 828 E. Broadway Road Mesa, AZ 85204

DATE/TIME	JOB CENTER LOCATION	# BUSINESS	# OF JOB SEEKERS ATTENDED	# Interviews	#Of Hires
10/2/2025	Eagles Community Center	19	223	4 Onsite 68 Interviews scheduled	2 Onsite 4 Offers

List of employers:

1. Abrio Home Care
2. Arizona Dept of Corrections, Rehabilitation, and Reentry
3. Arizona Dept of Public Safety
4. Caretaker Landscape and Tree Management
5. City of Mesa Parks, Recreation, and Community Facilities
6. Cresnet Crown Distributing

7. DriveTime
8. EchoStar/Dish
9. Frys Food
10. Gila River Police Department
11. Greenlink HCM
12. Home Care Powered by AUAF
13. IntouchCX
14. Jackson Hewitt (Redcent)
15. Mom365
16. PRO EM National Event Services
17. Sevita
18. U-Haul International
19. Walmart

Location: Wickenburg Partnership Office- 164 E Apache St., Wickenburg, AZ 85390

DATE/TIME	JOB CENTER LOCATION	# BUSINESS	# OF JOB SEEKERS ATTENDED	# Interviews	#Of Hires
10/2/2025	Tempe Partnership Site	17	295	28 – On the spot 48 – Follow Ups Scheduled	3

List of companies Participating:

1. Arizona Department of Corrections
2. Home Instead
3. Maricopa County Sheriff Office (MCSO)
4. Town of Wickenburg
5. Wickenburg Community Hospital
6. Wickenburg Community Services Corporation
7. Wickenburg Ranch

Success Stories:

- Three job seekers scheduled Resume Workshops with the Workforce Development Coordinator (WDC)

- Over forty-six job inquiries were made directly to employers
- A former client reconnected with the WDC at the job fair to seek further support and services
- A graduate of the Workforce 2 You (W2Y) program attended the job fair and successfully applied for a position

**Location: System of Care Center 7677 W Bethany Home Road Glendale, AZ 85303
(Event Center)**

DATE/TIME	JOB CENTER LOCATION	# BUSINESS	# OF JOB SEEKERS ATTENDED	# Interviews	#Of Hires
10/9/2025 11 am - 2 pm	Glendale Partnership Site	19	121	17	1 pending

List of companies participating

- Tenet Health -Abrazo
- Crescent Crown Distributing
- Glendale Elementary School District #40
- MOM365
- 3Z Brands
- Wincup
- Banner Thunderbird and Banner Behavioral Health Scottsdale
- Sevita Health
- Terros Health
- Desert Diamond Casino
- DJC Rock Home Care
- Dependable Nurses
- Procter & Gamble
- Urban Strategies Early Head Start
- Home Care Powered By AUAF
- IntouchCX
- Whataburger
- WDD Training Team

Success Stories:

Angel Acosta, a recent graduate eager to launch his career in Human Resources, attended our job fair with high hopes and determination. After connecting with representatives from Banner Health during the event, Angel was offered an exciting new role in their **HR** department.

Location: Avondale Resource Center 995 E. Riley Dr. Avondale AZ 85323

DATE/TIME	JOB CENTER LOCATION	# BUSINESS	# OF JOB SEEKERS ATTENDED	# Interviews	#Of Hires
10/16/2025	Avondale Resources Center	26	185	88	2

List of companies participating:

1. Haydon Companies
2. Maricopa County
3. Avondale Elementary school
4. Jackson Hewitt
5. Northwestern Mutual
6. Maricopa county Sheriffs Office
7. Arizona Department of Corrections
8. U.S. Border Patrol
9. Phoenix Police Department
10. Home Instead
11. Touchstone Health Services
12. Homecare Power by AUAF
13. DJC Rock Home Care
14. UPC of Central AZ
15. Dependable Nurses
16. Sevita Health
17. Desert Diamond Casino
18. Procter & Gamble
19. ThredUp
20. US Army and US Army Reserve
21. Uhaul

- 22. Jack in the Box
- 23. Circle K Corporation
- 24. The Exchange
- 25. Mom365
- 26. Crescent Crown
- 27. National Guard
- 28. Department of Veteran Services

RESOURCE PROVIDERS

- Parent forward
- HSD training

Success Story:

I met Marie Triado who recently moved to Arizona from New Jersey and invited her to the Avondale job Fair. She was discouraged, feeling lost and out of place still trying to find resources that could assist her in finding employment. She has a pharmaceutical background and has found it hard to find employment. She came and spoke with me after attending the Avondale Job Fair and was very pleased with all the opportunities in one spot. Although she did not find a job on this day, she will be attending upcoming workshops here at the Avondale Resource Center to update her skills, her resume and ultimately find employment.

Location: Goodyear Recreational Campus – 420 Estrella Parkway, Goodyear, AZ 85338

DATE/TIME	JOB CENTER LOCATION	# BUSINESS	# OF JOB SEEKERS ATTENDED	# Interviews	#Of Hires
10/23/2025	Goodyear Partnership Site	25 Employers 4 Resource agencies	178	6- On spot 69- Scheduled	0- Pending application/ background process

List of companies participating:

- 1. AccentCare
- 2. Arcadia Homecare & Staffing
- 3. ARIZONA ARMY NATIONAL GUARD
- 4. Arizona Department of Public Safety



5. Associated Minority Contractors of Arizona
6. Clerk of the Superior Court/Maricopa County
7. Fixing Feet Institute
8. Fry's
9. Home Care Powered By AUAF
10. Home Instead
11. Knight Transportation
12. Manpower
13. MOM365
14. Republic Services
15. Rio Salado College
16. Robson Communities Pebble Creek
17. Sevita
18. Southwest Network
19. Southwest Steel
20. Touchstone health services
21. Transdev
22. TSMCAZ
23. U. S. Border Patrol
24. WinCup
25. Winland Foods

List of resource agencies participating:

1. ARIZONA@WORK Maricopa County Training Team
2. GoodyearCares
3. Dress for Success
4. ARIZONA@WORK Maricopa County Parent Forward Program

Success Story:

Dress for success suited 2 job seekers with interview attire.

SJ Career Advisor Janice Guevara connected with 3 job seekers with background challenges.

Note from Job seeker:

"Every once in a while, you experience an organized, diligent, and professional team and that was my experience with Valeri and Team; helpful and fun morning at GRC" - Job Seeker Diana



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ARIZONA@WORK Maricopa County Community Partner Meeting

Date: October 9, 2024, via Teams 2 pm -3 pm

Attendees: 44

Summary of monthly meetings in the future with the agenda and meeting minutes.

I. Welcome Remarks

- Janine Estrada welcomed participants to the ARIZONA@WORK Maricopa County Community Partners meeting.

II. Partner updates

- JobBlast Link [Signup Form](#)- This week's Job Blast forwarded (10.9.2025)
- West Valley Job Fairs: Avondale Oct 16th, Goodyear Oct 23rd, Surprise Nov. 13th and Vallarta Super Markets Oct. 22nd & 23rd – Multi-flyer attached.
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Join ZoomGov Meeting
<https://azdes.zoomgov.com/j/1615086241>
Meeting ID: 161 508 6241~ Tim Stump Voc Rehab

III. Overview of Arizona Dream Team- Developmental Disability Agency shared by Maricela Reed. Day Treatment Programs focus on tailoring activities to the individual needs of each member as well as understanding the different level of needs that each member has.

- Services and Programs
 - Day Treatment Programs
 - Day Treatment Adults (DTA)
 - Day Treatment Transitions (DTT)
 - Day Treatment Transitions (DTT)
 - Group Supported Employment (GSE)
- Residential Habilitation
- ADH (Adult Developmental Home) Licensing

- Respite Care
- Attendant Care Services
- Training Programs

[Day Treatment | Join the Arizona Dream Team Programs](#)

VI. Q &A

- Does Arizona Dream Team partner with other agencies for Work programs
-Yes, we want to collaborate with organizations that serve and align with DD
- Do you have any conectacts of resources that can help clients over 24yrs old?
-Sounds of Autism- founder Cricket Barrientos

VII. Adjournment October 9th 2:40 pm

Next Meeting: Scheduled for Thursday, November 13th, 2025, from 2 pm to 3 pm



ARIZONA@WORK Maricopa County Collaboration Leadership Meeting

Date: October 15, 2025, via Teams 2 pm - 3 pm

Attendees:

Title 1b: Tina Luke
Indian & Native American Programs (INAP): Olivia Hendricks (shared)
National Farmworkers Job Program (NFJP): Naomi King, Daisy Samano
Title II: JakinDee Kosaka(APD), Alina Hughes (ACYRAZ)
Title III: Mikyl Nutter
Title IV Voc Rehab: Sharon Cunningham
SCSEP: Al Jernigan
RESEA: Amy Bratlie, Sandra Stephens, Victoria A
AZ Apprenticeship: Betsy Nelson
TANF: Allison Greer
CTE:
DES: Tim Tucker
AZ Re-entry Second Chance:
Community Services Block (CSBG):
(COA) Laura Malhoit
Equus: Janine Estrada OSO

Summary of monthly meetings with the agenda and meeting minutes.

I. **Welcome Remarks**

Janine Estrada welcomed leaders to the ARIZONA@WORK Maricopa County Collaboration Leadership Partners meeting. Shifting towards more problem-solving settings. Partners encouraged to share challenges, successes, and innovations.

II. **Partner updates**

- Voc Rehab- Sharon Cunningham: Launched a new Case Management System, Informed. Phase 1 with platform, achieving more user-friendly interface. Big shout out to IT team.
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MARICOPA COUNTY

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- Phoenix Indian Center- Olivia Hendricks: Lunch and Learn shared Oct 21. Fall Festival Oct 24 5-7pm 4041 N Central Ave. Building B. Phoenix, AZ 85012. Youth GONA- Oct 25th 9am to 3pm Montecito Community School Cafeteria 715 E. Montecito Ave., Phoenix AZ 85014 Hiring looking for Workforce Development Program Coordinator, Navigation Specialist, and Youth Development Specialist

III. Overview of Phoenix Indian Center

- Phoenix Indian Center is a non-profit established 1947, home away from home for urban American Indian Community. The first urban Indian Center in the Nation of it's kind -providing exemplary employment, educational, cultural enrichment and community engagement services.
- Vision: a healthy & thriving urban American Indian community.
- Core Values: Integrity, Accountability, Adaptability and Innovations, Respect
- Cultural Enrichment- Classes and events designed around cultural tradition and language. Cultural Awareness Workshops: Employers, Teachers, Organizations etc
Prevention (Drug/Alcohol & Suicide)
Native Children in Foster Care
Parenting in two worlds
Living in two worlds
Monthly gatherings of Native American – GONA Circle
Services for individuals affected by Sober Living Fraud (comprehensive)
- Workforce Development
- Coconino Services: living wages, all are background checked, Career assessment, Career Pathway Program (particularly youth)
- Youth Services-program and training with culture, smart decision making, and college and career readiness
- WEX for \$15hr training in high demand industries, ETPL, training must be less than a year, \$5000
- Eligibility: Proof of Race & Residency (Maricopa/Coconino offices)
- Referrals: workforcesolutions@phxindcenter.org or general email info@phxindcenter.org

Hot Seat-

Challenges: high enrollment- completion ratio, follow-up with participants. Open positions. Highly barriered participants- Compassion Fatigue: workshop and training Stay need to
Successes: Expanding training, more offerings. CDL, Dental, Medical, Welding & Automotive,
Supportive Service: services to help participants gain and/or retain employment
Partnership: with manufacturing -semiconductor business



IV. Suggested action items for upcoming partners' meeting

- “Hot seat” for partners volunteers

V. Adjournment 2:48 PM

Next Meeting:

November 19th 2 pm to 3 pm via Microsoft Teams MOU feedback



Community Impact Statement.

Success Story



Success Story

Participant Name: Juan M.
Month/Year: August 2025
Career Advisor: Melissa Rivas

After being laid off at the end of January, Juan arrived at ARIZONA@WORK Maricopa County uncertain about the next steps in his career. Although experienced in the field of aircraft maintenance, he recognized that further advancement required obtaining the FAA A&P certificate. Unfortunately, the financial burden of preparatory courses and testing fees presented a significant obstacle.

With guidance from career advisor Melissa Rivas, Juan applied for the WIOA grant. The process included attending meetings, completing paperwork, and maintaining close communication with Melissa throughout his journey. After evaluating options, he enrolled at America's Best AMT, where he successfully completed both the training and required examinations.

This support enabled Juan to pursue the certification he had previously postponed due to cost. Earning the A&P certificate opened new doors for employment and career growth. It not only increased his earning potential but also instilled the confidence to pursue roles that had once seemed unattainable.

Juan proudly announced his acceptance of a full-time position as an AMT Instructor with the Aviation Institute of Maintenance, beginning August 4, 2025. With a starting wage of \$35 per hour, he is eager to embrace a role that allows him to apply his expertise while supporting the growth of others in the aviation industry. This milestone was made possible through the invaluable support of the WIOA program, for which Juan expressed deep gratitude, acknowledging the life-changing impact of their assistance.



**Information/Discussion/
Possible Action.
MCWDB Annual Report**



MCWDB ANNUAL REPORT

PROGRAM YEAR 2024

JULY 2024 - JUNE 2025



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- 07** Goals
- 08** Maricopa County at a Glance
- 09** FY25 Financial Review
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- 14** Title III: Employment Services
- 14** Title IV: Vocational Rehabilitation
- 15** Board Members
- 17** Community Impact Story

LETTER FROM THE CHAIR

I would like to express my sincere appreciation to the Maricopa County Workforce Development Board (MCWDB), our elected officials, County leadership and staff, the Workforce Arizona Council, our core partners, the jobseekers whom we have served, and the employers who have benefited from connecting with skilled talent through our system.

This past year was marked by exciting growth and progress. Together, we:

- Developed and **approved a new Strategic Plan** to guide the Board's priorities over the next several years.
- **Elected new Board Officers** who bring fresh leadership and perspective.
- **Expanded our social media presence** and outreach strategy, helping us better connect with residents, businesses, and community partners.
- Strengthened our **partnerships with apprenticeship programs**, continuing to position Maricopa County as a leader in work-based learning.
- **Approved bylaws modifications** to allow for workgroups focused on special priorities, giving us greater flexibility to address emerging workforce needs.
- Celebrated **national recognition** as the Workforce 2 You program received an award from the National Association of Workforce Boards for its innovative approach to meeting people where they are.

Looking ahead, our Board remains committed to building a best-in-class workforce system that connects jobseekers to meaningful career opportunities and employers to the skilled talent they need. In the coming year, we will:

- **Deepen regional collaboration** with the City of Phoenix and Pinal County to advance workforce solutions across Central Arizona.
- Continue hosting the **Regional Workforce Forum Series**, providing a space for dialogue and shared learning.
- **Review our targeted industries**, ensuring our strategies are aligned with the economic drivers shaping Maricopa County's future.

I extend my heartfelt gratitude and appreciation to everyone who contributed to these achievements. With your dedication and partnership, I am confident that we will continue to create pathways to prosperity for all who call Maricopa County home.



Bonnie Schirato

Chair | Maricopa County Workforce Development Board



OVERVIEW OF MARICOPA COUNTY

Maricopa County was established as a County in 1871. It is located in south-central Arizona and covers 9,224 square miles. It is the most populous county in Arizona and makes up more than half of the State's population. With its 4,673,096 residents, it is the fourth most populous county in the United States. The governor has designated two workforce areas within Maricopa County, one serving the City of Phoenix exclusively and the other the balance of Maricopa County.

ARIZONA@WORK Maricopa County

ARIZONA@WORK Maricopa County is one of Arizona's 12 regional Local Workforce Development Areas (LWDAs) and serves Maricopa County, excluding the City of Phoenix.

ARIZONA@WORK Maricopa County, in collaboration with local community-based organizations, makes up the current workforce network of business and employment-related service providers for the Maricopa County LWDA.

The system is responsible for providing services to 2.8 million residents within the 8,707 square mile area. The City of Phoenix, which jointly serves Maricopa County, serves nearly 1.6 million people within its 517 square mile boundary.

Maricopa County Workforce Development Board

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

The MCWDB partners with local businesses and educators to create an educated workforce capable of sustaining economic prosperity in the future. The 20-member board represents all facets of the workforce system in the Maricopa County LWDA, including the business community, and leaders from education, labor, public service, and community-based organizations.

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

MCWDB

Mission, Vision & Values

MISSION

The Maricopa County Workforce Development Board (MCWDB) is established by the Board of Supervisors (BOS), serving as the Chief Local Elected Officials, to support strategic planning, oversight, and evaluation of the local workforce development area. The MCWDB is committed to driving effective workforce outcomes aligned with statewide goals, objectives, and locally negotiated performance measures.

Representing a diverse range of individuals, businesses, and organizations across the region, the MCWDB acts as a strategic convener—fostering collaboration among county leadership, economic development entities, educational institutions, and workforce partners. The Board is dedicated to cultivating strong relationships with business associations, chambers of commerce, labor and trade groups, education providers, and other key stakeholders to advance workforce innovation and opportunity.

VISION

To be a premier workforce development system that empowers jobseekers with meaningful career opportunities and connects employers with skilled talent—driving economic growth and improving the quality of life across our communities.

VALUES

- We will continuously assess and address critical workforce needs.
- We will mobilize collective expertise.
- We will visualize emerging career pathways.

WIOA: 6 PURPOSES

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

MCWDB GOALS

- 01** Determine long- vs. short-term in-demand industry and occupation workforce planning needs.
- 02** Establish sustainable funding opportunities based on workforce needs and shared funding partnerships
- 03** Scan the environment (regional and state) to identify, leverage, and improve alignment of existing Arizona workforce expertise, economic development opportunities, and title partners.
- 04** Leverage network to establish consistent industry terminology requirements used by employers, educators, and organizations to align with job seekers' qualifications, certifications, lifestyle expectations, etc.
- 05** Recognize each in-demand industry's potential career pathway entry points for current and future job seekers of all levels.

MARICOPA COUNTY

at a glance



*Data obtained from the US Census Bureau & Arizona Commerce Authority

Population

4.67M

Median Age

38

Median Household Income

\$90,967

Families in Poverty

10.2%

Unemployment Rate

3.6%

Median Property Value

\$418,300

Number of Employees

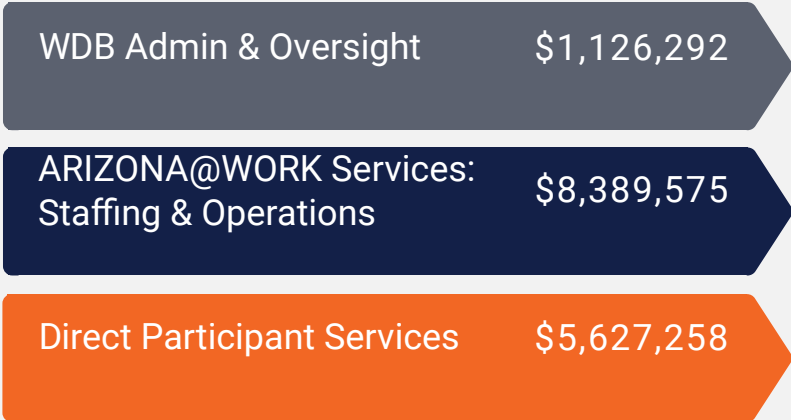
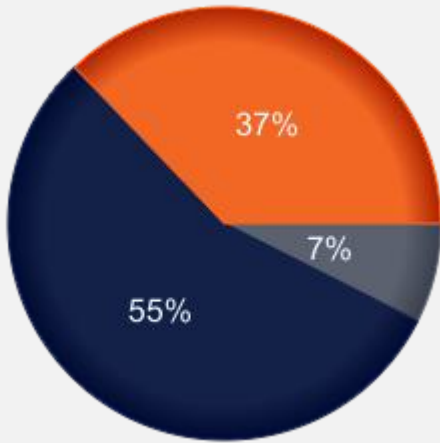
2.3M

Number of Businesses

109,863

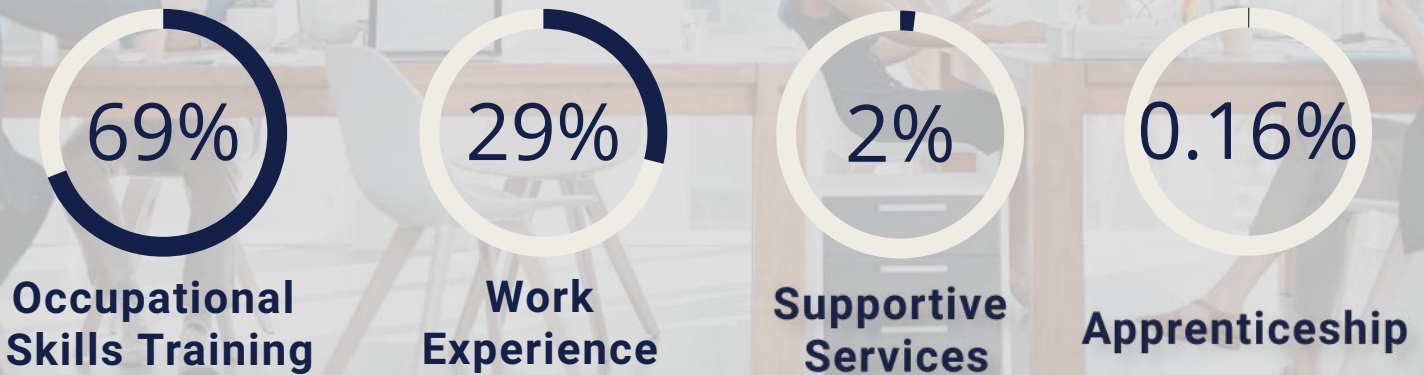
FY2025 FINANCIAL REVIEW

Total WIOA Expenditures for FY24: **\$15,143,125**



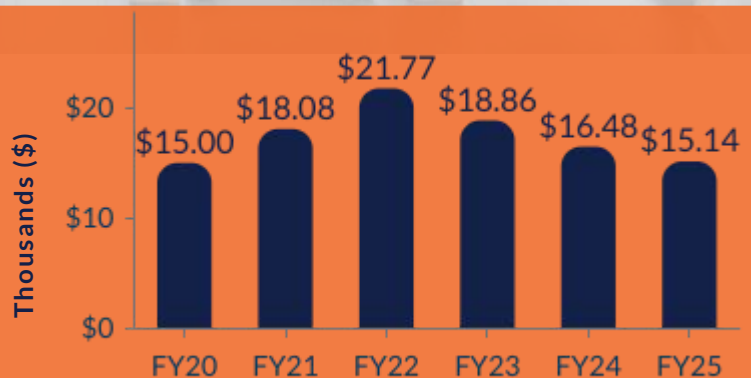
Direct Participant Services Breakdown

During Fiscal Year 2025 \$5,627,258 (37%) of funding went directly to services, including apprenticeships, occupational skills training, work experiences (WEX), and supportive services. A majority of the funding went to occupational skills training (69%) and WEX (29%). While WIOA funds for Apprenticeships was low, ARPA Funds to apprentices totaled \$2,728,228.



Total Funding Expended

Fiscal Years
2020-2025



2,097

Program Participants



There are four major WIOA Title 1B programs including:

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

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

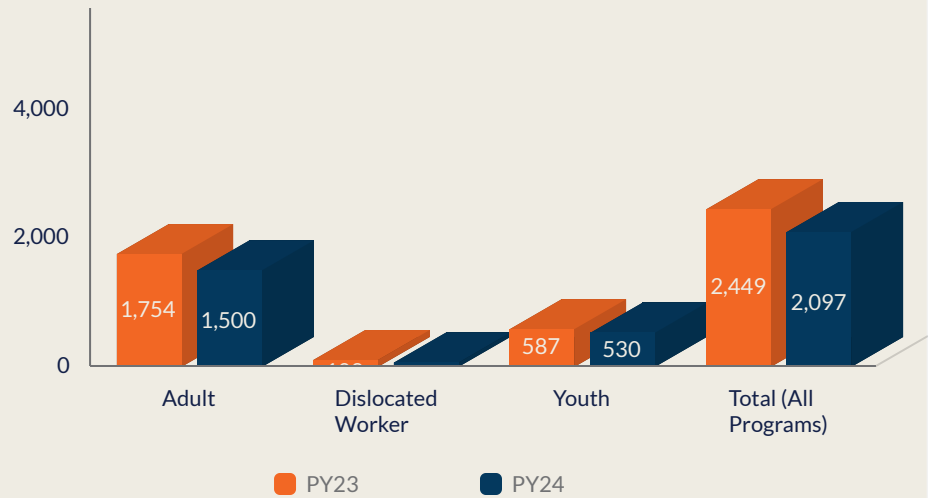
The Rapid Response (RR) Program is the cooperative effort of ARIZONA@WORK-Maricopa County staff and other partner programs. RR provides assistance and services to workers affected by layoffs, plant closures, natural or other disasters resulting in mass job dislocation. The intent of RR activities is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

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

Title 1B Programs

PY24 ACTIVITY HIGHLIGHTS

Program Participation

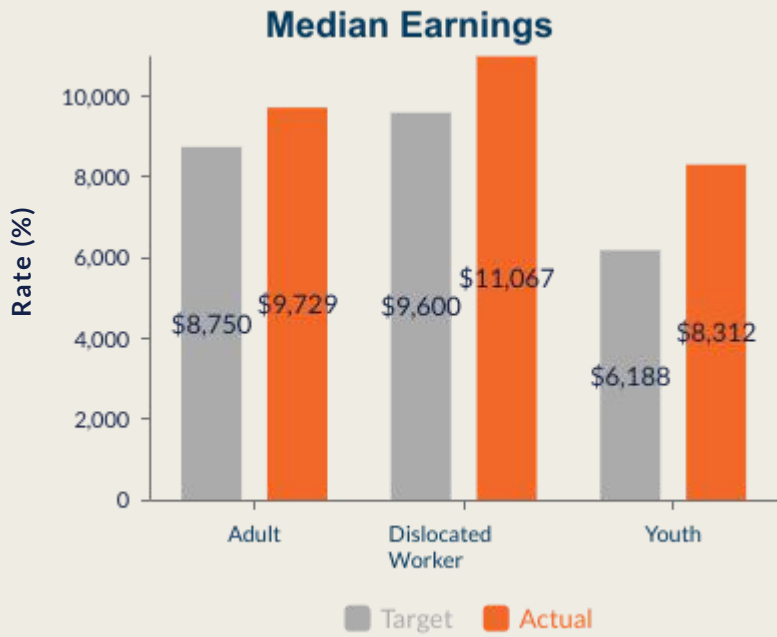


1,042 Apprentices Supported

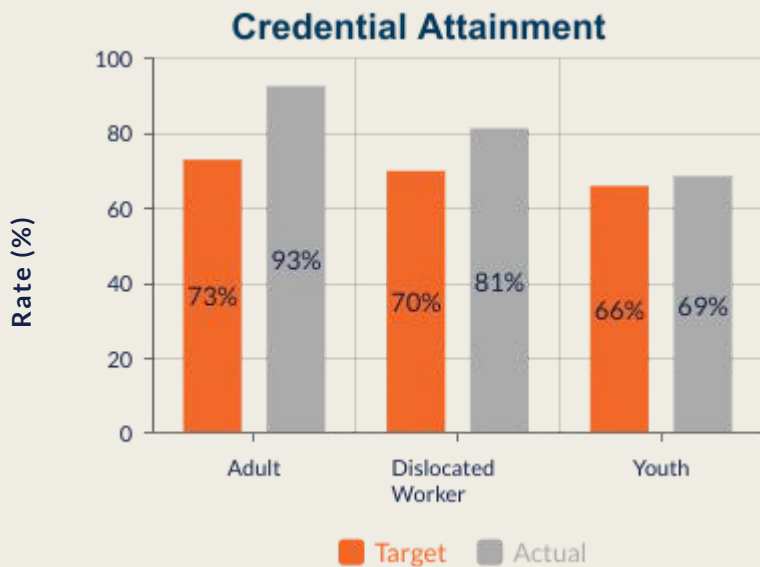
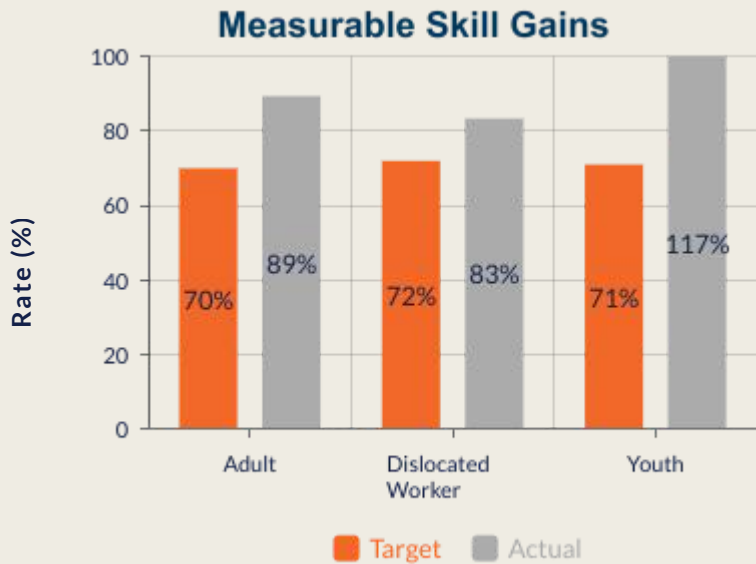
871 New Apprentices

17 Apprenticeship Partners

ABA	Apprentice Now	ASU	AZ Sheet Metal
Canyon State	DP Electric	FM Industries	IEC
JetMX	Wilson Electric	Okland	Open Classrooms
Phoenix Electric	Rummel	UHG	WECA
National Mechanical Institute			



We track the median earnings of participants who are in unsubsidized employment during the *second quarter* after exit from a program.



Points of Pride

01

Received the 2025 Workforce Development Board & Community College Excellence in Partnership Award from the National Association of Workforce Boards, recognizing the Workforce 2 You training program.

02

Workforce Development hosted its inaugural Apprenticeship Fairs in the East and West Valley. Together, the two events linked more than 200 job seekers with over 20 different Registered Apprenticeship Programs and received a 2025 NACo Award.

03

Strong regional collaboration between Maricopa County, Pinal County, and the City of Phoenix was demonstrated through a Regional Executive Committee Retreat and hosting the Central Arizona Regional Workforce Forum Series, which welcomed 502 attendees and 32 speakers.

04

In partnership with the Workforce Development Board, the Workforce Development Division introduced its first-ever Apprenticeship Toolkit to the community. [Maricopa.gov/ApprenticeshipToolkit](https://maricopa.gov/ApprenticeshipToolkit)

05

In addition to facilitating a calendar of workshops at the Career Centers and eight partner sites, the training team achieved its goal of expanding offerings into the community. As a result, they facilitated 83 community-based trainings to 1,438 participants.

06

Workforce Development concluded its Summer Youth Workforce Program in partnership with the Greater Phoenix Urban League and Equus. Over the past two summers, 421 youth were placed with more than 75 different employers.

Title II: Adult Education

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

15,569

Total Number of
WIOA
Participants

1,324,815

Instructional
Hours

4,145

IET Program
Participants

4,315

High School
Equivalency Diplomas
Issued

7,411

Increased
Academic Skills 2+
Grade Levels

\$4,903,200

State Funding
FY24-25

\$16,080,717

Federal Funding
FY24-25

\$1,347

Cost Per Adult
Participant

Title III: Employment Services

The Employment Service Program provides employment services and career counseling to job seekers. This program also provides labor exchange services to job seekers and employers. These services are available to all job seekers, regardless of employment status, though Veterans receive priority, and disabled Veterans receive the highest priority. Any employer seeking workers is eligible for employer services from this program. During FY25, Title III completed 469 veteran job placements and 3,888 total job placements.

Services include job search and placement assistance for job seekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance complaints, labor exchanges services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs and the development and provision of labor market and occupational information.



12,525

Individual Career Services Provided



7,864

Total Exited

Title IV: Vocational Rehabilitation

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

16,882

Number of Customers Served *(Annually)*

579

Number of Job Placements

\$20.33

Average Hourly Wage

MCWDB

Board Members

Bonnie Schirato

Chair
Chief People & Culture Officer
Tivity Health



Tim Willenborg

Vice Chair
Vice President Product
Management
Brenntag North America-
Scottsdale



Shawn Hutchinson

Second Vice Chair
Training Director
Phoenix Electrical JATC



Anne Landers

Youth Chair
Chief Operating Officer
Junior Achievement of Arizona



Scott Holman

Vice President, Human
Resources & General
Administration
Amkor Technology Arizona



Danielle Goodman

Director - State Government
& Community Affairs
Intel



Anna Yap

Director, Learning &
Development
TSMC Arizona



Tina Drews

Talent Management
Director
Salt River Project



Kathryn "Che" Collins

Director of Training &
Education
Habitat for Humanity
Central Arizona



Jacob Evenson

Business Manager
Boilermakers Local 627



**Ruben "Eddie"
Baldenegro**

Manager
Concord Servicing



John Dvorak

Aviation Maintenance Recruiter
ATP Flight School



MCWDB

Board Members

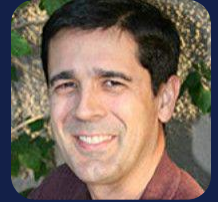
Loren Granger

Chair Appointee
Vice President, Lead
Executive Recruiter
Wells Fargo



Gregg Ghelfi

Executive Director
Arizona Finance Authority



Greene Martacho

CEO
Concord General
Contracting



Danielle Lertique

Vocational Rehabilitation
Program Supervisor, Title IV
AZ Dept. of Economic
Security



Brittany Holmes

Associate Director,
Professional Programs &
Workforce Development
Arizona State University



Kathryn Ybarra

Sr Director Clinical
Education Professional
Development
Banner Health



John Soto

Program Manager, Title III
AZ Dept. of Economic
Security



Dr. Noelle Trinder

Senior Director, Healthcare
Careers
Banner Health



JakinDee Kosaka

Workforce Development
Instructor, Title II
Maricopa County Adult
Probation



Justin Oviatt

Agency Leader
Companion Insurance





COMMUNITY IMPACT STORY

In the fall of 2024, Manuel enrolled with DP Electric as an apprentice and is actively engaged in the program. During training, Manuel requested supportive services in the form of work boots, citing the physically demanding nature of his job and the need for safe, comfortable footwear. His existing boots were significantly worn and posed a safety hazard, making it difficult to perform his duties effectively.

Upon receiving the request, Manuel's career advisor promptly guided him through the application process for supportive services. Due to clear communication and an efficient system, Manuel completed the necessary steps within a few days. The ARIZONA@WORK Maricopa County team reviewed and approved his application in under a week. Manuel expressed deep gratitude for the timely assistance. Equipped with new work boots, he can now perform his job safely and confidently, even in fast-paced, physically demanding environments.

Workforce and supportive services like those provided by ARIZONA@WORK Maricopa County play a vital role in helping individuals overcome economic or logistical barriers while focusing on skill development and career growth. For Manuel, this support has brought peace of mind and allowed him to redirect personal savings toward long-term goals in the electrical trade, rather than short-term necessities.



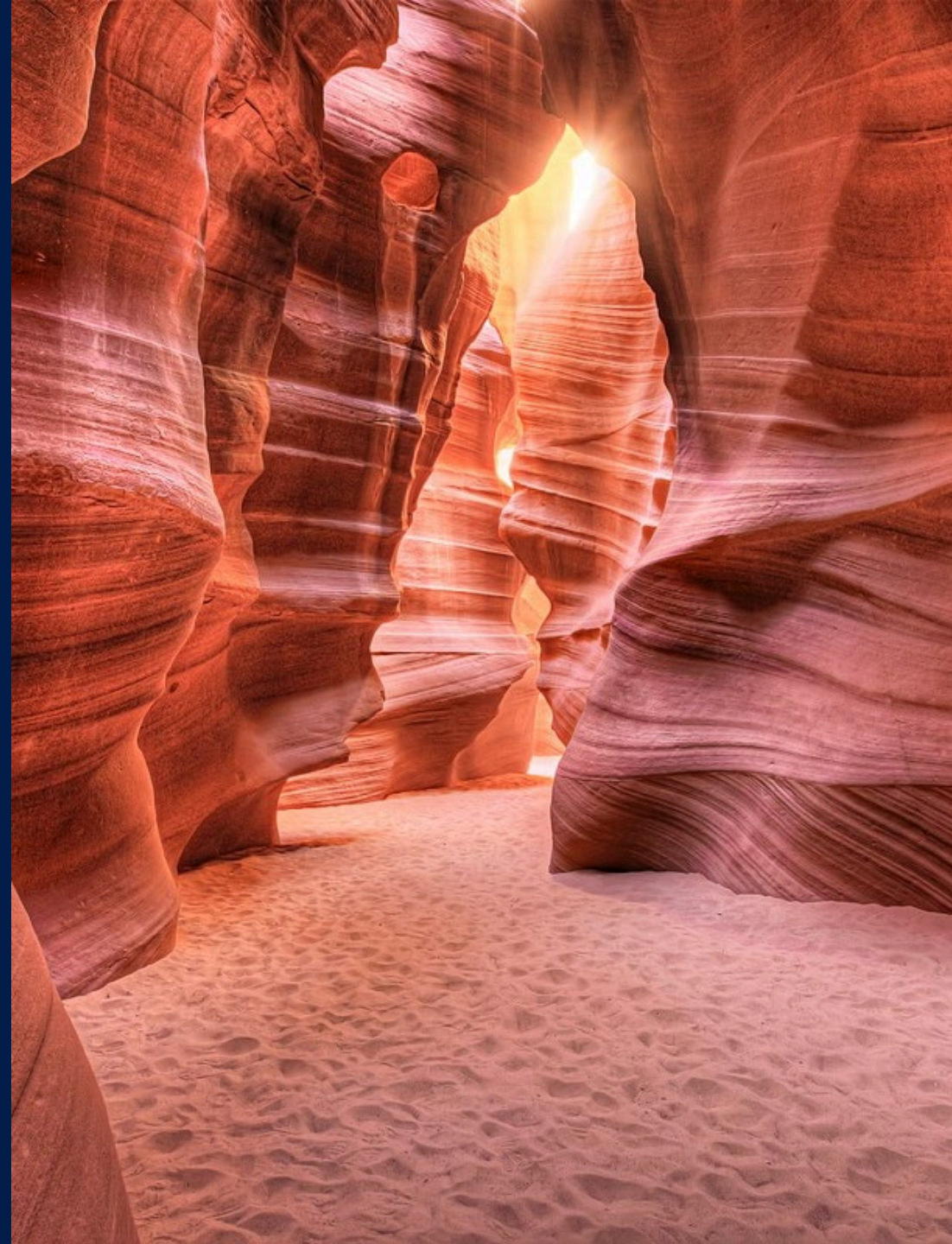
**Information/Discussion/
Possible Action.
Eligible Training Provider List Policy**



Eligible Training Provider List (ETPL) Policy Updates

PY 25/FY 26

Laura Malhoit : Compliance & Policy Manager : 11/20/2025



Eligible Training Provider List (ETPL) Policy

- Updates implemented to address emerging priorities
- Further revisions are planned for future phases
- Policy has completed legal review and approval

Eligible Training Provider List (ETPL) Policy

Major Updates

- Removed list of targeted in-demand industry sectors
 - Replaced with link to targeted in-demand industry sectors on MCWDB website
- Consistent with Training Service Limits Policy updates, removed verbiage that previously allowed exceptions for individuals in the Smart Justice program to attend training outside of the identified MCWDB targeted industry sectors.
 - Due to funding limitations, all WIOA participants are now required to participate in training program aligned with MCWDB targeted industries.

Eligible Training Provider List (ETPL) Policy

Major Updates Continued

- Updated **Program Denial** section wording from “may choose to not fund” to “may choose to deny or not fund”
 - Complete Statement Reads: The LWDB may choose to deny or not fund a training program based on factors including but not limited to the following:
- Updated **Removal** section to separate when a program may be removed vs when a program must be removed to be consistent with State policy

Eligible Training Provider List (ETPL) Policy

Major Updates Continued

- Updated the **Technology-Based Training** section to include a bullet stating that the training program must include a hands-on component when practical experience is required to enter the occupation
 - Justification: The rise of virtual reality (VR) training options highlights the need to validate that VR-based instruction effectively provides the practical competencies and skills development associated with the occupation.

Eligible Training Provider List (ETPL) Policy

Minor Revisions

- Spelled out the Department of Labor (DOL) Acronym
- Defined Tableau as the AJC reporting system
- Replaced Program Synopsis Template with the current version
- Spelling
- Grammar
- Minor wording revisions
- Updated County Branding

Recommendation

Approve policy as presented in 11/20/25 MCWDB Full Board Packet


If approved will be available on MCWDB website: [MCWDB Policies & Plans | ARIZONA@WORK](#)



Questions



Thank You

 MARICOPA COUNTY Workforce Development Board	SECTION/REFERENCE WIOA PL 113 - 128 20CFR Part 652 663.500 Workforce Arizona Council ETPL Policy DOL TEGL 15-10	POLICY NUMBER 24-01
	ORIGINAL ISSUE DATE October 2024	REVISION DATE November 2025
	AUTHORIZED BY: Maricopa County Workforce Development Board	
SUBJECT: Eligible Training Provider List		ADDENDA: Program Synopsis Template

Purpose: To provide policy and criteria for determining qualified training programs for the State Eligible Training Provider List (ETPL) as required by the Workforce Innovation and Opportunity Act; define roles and responsibilities of the State DES and Local Area ETPL Coordinators; specify performance standards and criteria for the approval and removal of training programs from the ETPL.

Responsibility of: Maricopa County’s Workforce Development Board (LWDB) in partnership with the DES ETPL Coordinator and eligible providers of training services.

Background: The Workforce Innovation and Opportunity Act (WIOA) requires states to maintain a list of Training Providers eligible to receive WIOA Title 1B funding for Adult and Dislocated Worker training services. Arizona’s ETPL is available on the Arizona Job Connection website (AJC), Arizona’s case management and reporting system for Workforce Innovation and Opportunity services: www.azjobconnection.gov

The ETPL allows eligible individuals, as well as the public, to make informed choices about training preferences that will drive their future career decisions. Eligible training providers include Postsecondary Educational Institutions, Vocational Education Institutions, Community-based Organizations, professional industry or employer organizations that provide occupational training and Registered Apprenticeship Programs.

Process Description: ROLES AND RESPONSIBILITIES

State (DES): The Arizona Department of Economic Security Employment Administration is the designated agency for administration of WIOA Title 1B programs and the ETPL. The DES ETPL Manager’s role is to oversee the ETPL and approve training providers and programs. Refer to the Workforce Arizona Council ETPL Policy for details: [10 Eligible Training Provider List Policy \(arizonaatwork.com\)](http://arizonaatwork.com)

Local Workforce Development Board (LWDB): –The Maricopa County LWDB is responsible for the review and *initial* approval of training programs submitted by training providers located within Maricopa County outside of the City of Phoenix. Responsibilities include but are not limited to:

- ✓ Review programs for initial eligibility and coordinate with DES to ensure approved programs are placed on the ETPL
- ✓ Notify DES of program denials including reason for denial

- ✓ Ensure dissemination and appropriate use of the ETPL in ARIZONA@WORK - Maricopa County Job Centers
- ✓ Ensuring participants who receive training are enrolled in approved training programs, as identified on the ETPL
- ✓ Collecting performance and cost information and any other required information related to programs from training providers
- ✓ Monitor Training Providers for compliance with WIOA Regulations, State and Maricopa County policies
- ✓ Assist in determining *continued* eligibility by evaluating performance data, labor market demand
- ✓ Consult with DES if removal of a training program or provider is considered due to lack of performance, compliance, or non-use of program(s) by WIOA participants
- ✓ Make recommendations to DES on initial and continued eligibility process, forms, and policies
- ✓ Evaluating performance data of all training providers during the continued eligibility review to verify that the training programs meet minimum levels of performance
- ✓ Allow training providers to appeal a denial or termination of eligibility of programs that includes an opportunity for a hearing at the local level, a timely decision, and a right to appeal to the DES if the provider is unsatisfied with the LWDB decision

ETPL APPLICATION PROCESS

Training Providers wishing to have training programs listed on the ETPL must Register as a Training Provider in AJC and complete and submit the on-line ETPL application for their program(s) to the appropriate local workforce area as determined by the **physical location of the training**. Training Providers may apply at any time. Schools with multiple locations in more than one Local Workforce Development Area (LWDA) must create an AJC account for each workforce area and submit programs to each appropriate LWDA. Programs will be reviewed and evaluated based on DES and LWDB criteria. Training providers must, at a minimum, meet these requirements:

- Be a legal entity, registered to do business in Arizona
- Be accredited by the appropriate state/Federal licensing authority (AZ Private Postsecondary Education Board unless exempt, AZ Board of Cosmetology or Barbers, Higher Learning Commission, FAA) etc.
- Training Providers must be in operation for at least 12 continuous months in Arizona immediately prior to ETPL application
- Have a physical and permanent Arizona mailing address (PO boxes are not considered a physical address). This requirement does not apply to third-party Providers
- Comply with non-discrimination and equal opportunity provisions of all Federal/State applicable laws
- Provide training that is physically and programmatically accessible for individuals who are employed, individuals with barriers to employment, including individuals with disabilities
- Comply with requirements of the WIOA Act, Regulations, federal guidance, State and Maricopa policies
- Training program results in an industry-recognized credential, national or state certificate or degree
- Training is in an occupation or industry sector that is in demand in Arizona with at least 5% growth based on federal or state Labor Market Information
- Provide performance data for all student outcomes

Training **programs** are evaluated for initial eligibility by the Maricopa LWDB. Once reviewed and approved by Maricopa County, programs are submitted to DES for final approval. DES has 30 calendar

days to review the program and place it on the ETPL. Programs will not appear as WIOA-approved on the ETPL until final approval by DES. Programs are approved initially for one year.

Additional Local Area Eligibility Requirements:

Maricopa County's Workforce Development Board has identified targeted industry sectors in its workforce plan which can be accessed on the [ARIZONA@WORK Maricopa County Workforce Development Board website](#). WIOA funds for the Adult, Dislocated Worker and Youth program participants will be limited to training programs in these industry sectors targeted by the LWDB.

Program Denial: The LWDB may choose to deny or not to fund a training program based on factors including but not limited to the following:

- The application is not complete or not submitted within an appropriate timeframe. Training providers have 45 days to submit a completed application
- The program does not meet the definition of WIOA training services
- The training does not result in an industry-recognized credential
- Lack of occupational/industry demand in Arizona
- High tuition costs in comparison to similar programs
- Lack of a living wage upon program completion
- Performance data is not included or does not meet the minimum performance standard
- Training program does not support the LWDB industry sectors
- Type of training is not requested by WIOA program participants
- Training Provider is out of compliance with the Act, regulations, or agreement executed under WIOA
- Training Provider is not accredited, licensed, or certified by the appropriate licensing board or has lost its accreditation, license, or certifications
- Training Provider does not have an established Refund Policy
- It is determined that the Training Provider intentionally supplied inaccurate information
- The Training Provider misrepresented WIOA or Maricopa County in any capacity

When a Training Provider or program is denied for any reason other than the lack of documentation or information, the Training Provider must wait **six months to reapply**.

Training Provider Responsibilities:

- ✓ Provide documentation as requested by DES, LWDB or Maricopa County Service Providers
- ✓ Provide initial and continued performance information
- ✓ Collect information on **all students** attending training programs for WIOA annual reports to the Department of Labor (DOL)
- ✓ Update provider and program information in AJC as soon as changes occur
- ✓ Provide periodic progress reports on WIOA participants including copies of credentials received by WIOA participants to Maricopa County Career Advisors as requested
- ✓ Provide access to student records for DES and/or LWDB reviews

CREDENTIALS: Training programs must result in a federally or industry-recognized credential as outlined below. The Credential Checklist will be used by the LWDB to determine if program meets the definition as outlined in the Credential Checklist for each type of credential:

- Educational Diplomas, Certificates, and Degrees
- Apprenticeships Certifications or Certificates

- Personal Certifications
- Occupational Licenses
- Other Skill Certificates

In addition, training programs must meet one or more of the following credential attributes:

- Industry Recognized
- Stackable
- Portable
- Accredited

TECHNOLOGY-BASED TRAINING:

Technology-based training must meet the following requirements:

- Be licensed to provide training in Arizona
- Have a mechanism for student interaction with an instructor or instructors
- Have a mechanism for tracking student participation in the ETPL training program
- Ensure periodic assessment of each student
- The training must result in a federal or industry-recognized credential
- The training must include a hands-on component when practical experience is required to enter the occupation.

SUBCONTRACTING OF TRAINING SERVICES (THIRD PARTY TRAINING PROVIDERS):

ETPL approved training providers who wish to partner with third-party training services must ensure the training service provider has a physical presence in the United States. The third-party provider must be authorized for postsecondary training by the appropriate State authorization agency and comply with all WIOA and ETPL procedures. Each program must be evaluated individually to determine if successful completion of the program results in an industry recognized credential. The ETPL training provider is responsible for collecting initial and continued applications for performance data requirements of the ETPL annual reporting. Further, the certificate received by participants upon successful completion must be issued by the ETPL training provider. It must include the name of the training provider listed on the ETPL, not the name of the third-party training provider.

RECIPROCAL AGREEMENTS: Reciprocal agreement information can be found on the [DES website](#). Reciprocal agreements allow WIOA participants access to other training programs through these states' ETPL systems **if a comparable training program is not available on Arizona's ETPL.**

CONTINUED ELIGIBILITY OF PROGRAMS:

After the first year a program is approved all ETPL programs will be reviewed every two years for continued eligibility which is based on WIOA participant performance data obtained from AJC and/or Tableau reporting system. The LWDB will determine if programs meet all performance measures and recommend to DES removal of programs not meeting performance goals. Prior to removal the LWDB will notify Training Providers in writing of their pending removal. Removal will not affect WIOA participants currently enrolled in the program(s).

Continued eligibility information:

- Total number of individuals served.
- Total number of individuals exited (includes students who completed, withdrew, or transferred out of the program).
- Total number of individuals who completed the program.

- Total number of exiters employed in the 2nd quarter after exit.
- Total number of exiters employed in the 4th quarter after exit.
- Median earnings of exiters in the 2nd quarter after exit.
- Total number of exiters who attained a credential during participation or within one year after exit.
- Average earnings in the 2nd quarter after exit.
- Average earnings in the 4th quarter after exit.
- Submit documentation of current status of provider meeting initial eligibility requirements.

Training providers may also be subject to additional continued eligibility factors listed in 20 CFR 680.460.

PERFORMANCE MEASURES:

- Completion rate for WIOA students - 50%
- Employment rate for WIOA students during the 2nd quarter after exit – 50%
- Employment rate for WIOA students during the 4th quarter after exit – 65%
- Median earnings for WIOA students employed during the 2nd quarter after exit – equal to or greater than the LWDA's 70% LLSIL for a family of one

MONITORING TRAINING PROVIDERS:

The LWDB will monitor approved Training Providers at least every two years using DES monitoring tools. Monitoring includes verification of information in AJC and compliance with Federal, DES, and Maricopa County ETPL policies. Each LWDBs must monitor a minimum of fifteen percent (15%) of the training providers' programs each year between July 1 and June 30. The LWDBs must monitor training programs for compliance with state/ local ETPL policy, ETPL reporting requirements, accuracy of information in the program description in the AJC System, and Equal Opportunity requirements as part of the ETPL monitoring. The LWDBs must establish monitoring procedures and make them available to training providers and DES.

DENIAL OR REMOVAL OF TRAINING PROVIDERS AND PROGRAMS:

Maricopa County and DES must agree about non-placement or removal of training providers and programs. In addition to the reasons listed under Initial Program Denial a training **Program or training Provider** may be removed from the ETPL if:

- No WIOA participants have been enrolled in the program for a period of two years

Training Providers must be removed if:

- All the Training Provider's programs have been removed
- The Training Provider is found to be noncompliant with the Training Provider Assurances
- The Training Provider is found knowingly to make false claims to prospective participants about costs or WIOA eligibility
- The training provider has not maintained licenses or insurance
- The training provider violates WIOA, Federal and State regulations, Federal and State policies, and Federal and State Laws
- The Training Provider has failed to keep program information in AJC current

APPEALS: A notice to deny eligibility or remove programs from the ETPL must clearly state that the Training Provider has a right to appeal within 45 calendar days from the date of the denial notice. Appeals for denial of a Training Provider are to be filed with DES; all other appeals are filed with the LWDB regardless of which entity denied eligibility. Appeals must be in writing and specify the program in question, the reason(s) for the appeal and the signature of the appropriate Training Provider official. A final decision will be provided to the Training Provider within 60 days of the receipt of the appeal.

TRAINING PARTICIPANT COMPLAINTS: The LWDB will track complaints by participants related to approved Training Providers on the ETPL Complaint Log. All complaints related to ETPL Providers/programs will be submitted to the DES ETPL Manager. Training complaints may be used in determining continuing eligibility on the ETPL.

VENDOR REGISTRATION: Training providers must register to become a Maricopa County Vendor to receive payment for training services provided to WIOA participants. Invoices will not be approved for payment by HSD Finance until the vendor has registered on-line: <http://www.maricopa.gov/procurement/registration.aspx>

APPROVAL OF WIOA PARTICIPANT TRAINING:

As WIOA emphasizes informed customer choice, Maricopa County Career Advisors work with and assess customers in need of training services to ensure they have the skills and qualifications to successfully complete the selected training program and the training program is directly linked to employment opportunities in the local area (refer to ITA Voucher/Training Approval Process policy for criteria used in determining eligibility for training services). Once a WIOA participant is determined to need training services, an Individual Training Account (ITA) is created for the training and issued to the training provider.

Only approved Training Providers AND Programs on the ETPL may be used for WIOA-funded training through the ITA process.

Exemptions to the ETPL policy: On-the Job Training, Work Experience, Customized Training, and Incumbent Worker Training are exempted.

Program Synopsis (Template)

(Once complete, paste into "Program Synopsis" Text Box)

1. Course Objective:

Description:

Competencies to be achieved:

2. Total Cost of Program (include all costs to student, including testing, licensure):

Total Cost includes testing, licensure: Yes or No:

\$

3. Provide a list of all books required for the program (even if the cost of books is included in tuition):

4. Provide a list of all supplies required for the program (even if costs are included in tuition):

5. WIOA Contact for Enrollment Status /Credential Verification:

Name:

Email:

Phone number:

6. Direct Website link to the program:

7. Additional information:

Admission Requirements:

Background check requirements licensing/credential:

Industry Standard background check requirements/restrictions for working in the occupation:

Other requirements needed:

Prerequisites:

8. Credentials: (The following questions must be answered along with a supporting explanation for each)

Industry Recognized: (Developed and offered by, or endorsed by a nationally recognized industry association or organization representing a sizeable portion of the industry sector)

Yes or No:

Nationally Recognized Industry Association or Organization:

Stackable: (Part of a sequence of credentials)

Yes or No:

Career Pathway (Explain):

Portable: (Recognized in other geographical areas; by other educational institutions; or by other industries/companies)

Yes or No (Explain):

Accredited Curriculum: (This is referring to the course being accredited, not the test or school)

Yes or No:

Accrediting Agency and link to website:

9. Job Placement:

Does this program offer job placement services? (Yes/No):

If yes, please explain what support a student can receive

DRAFT



**Information/Discussion/
Possible Action.
MCWDB Officer Election FY26–FY28**



Information/Discussion Only.
Artificial Intelligence Career Pathways in
Workforce Development



MARICOPA
COMMUNITY COLLEGES

IT INSTITUTE

AI at Maricopa Community Colleges

Presenter: Diane Meza, Ed.S
Executive Director- Maricopa IT Institute



Artificial Intelligence Programs and Credentials

- New credit and non-credit options in Artificial Intelligence and Machine Learning
- Pathways range from bachelor's degrees to microcredentials
- Programs designed for both workforce entry and career advancement



AI and Machine Learning Bachelor's Degree

- Offered at Chandler Gilbert Community College
- Expansion planned across MCCCD by 2027 to 2028
- Focus areas include machine learning, neural networks, AI programming, NLP, and ethics
- Combines theory with hands on work using current AI tools
- Outcomes include preparation for roles in AI integration, automation, and algorithm development



Certificates of Completion (CCL)

- Foundational and intermediate skills in AI and ML
- Includes Python, data analysis, supervised and unsupervised learning, and neural network basics
- Program length is typically 16 to 24 credits over 1 to 2 semesters
- Career pathways include support roles in model development, data labeling, and AI enabled systems



Microcredentials

- Short-term option for business and workflow automation
- Focuses on ethical AI use, automation tools, and business intelligence platforms
- Designed for professionals integrating AI solutions into business operations



Unlock the Power of AI: Skills for Work, School, and Life

CIS 280AB – Scottsdale Community College
Instructor: Nancy Dedakia



Who the course is for:

Business professionals, educators, entrepreneurs, students, and anyone curious about how AI can make everyday tasks easier. No coding experience required.

“This class is about demystifying AI and showing students how to use it in empowering ways, whether for work, school, or personal projects.”

Next Class:
February 9th, 2026

AI Courses Embedded Across IT and CS Degrees

- Examples include Introduction to AI, ML Fundamentals, Python for ML, Data Analytics with AI Tools, and AI Ethics
- Offered at Mesa, Chandler Gilbert, Scottsdale, and GateWay Community Colleges
- Courses appear within AAS, BAS, certificates, and transfer pathways
- Provide flexible entry points for students wanting AI skills without a full program



MARICOPA
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IT INSTITUTE

Business Industry Leadership Team (BILT)





BILT Roots

National Science Foundation (NSF)
Center of Excellence in Convergence
Technology based at Collin College (TX)
[2012-2023]

Established BILT model through work with business leaders from across the nation to determine Knowledge, Skills, and Abilities “workforce ready” graduates will need.

Implemented at more than 100 colleges in multiple disciplines.

Recognized nationally as a leading model for strategic employer engagement

Pathways to Innovation project launched BILT Academy® to scale the model by supporting colleges with implementation



Essential Roles

Industry/ Businesses:

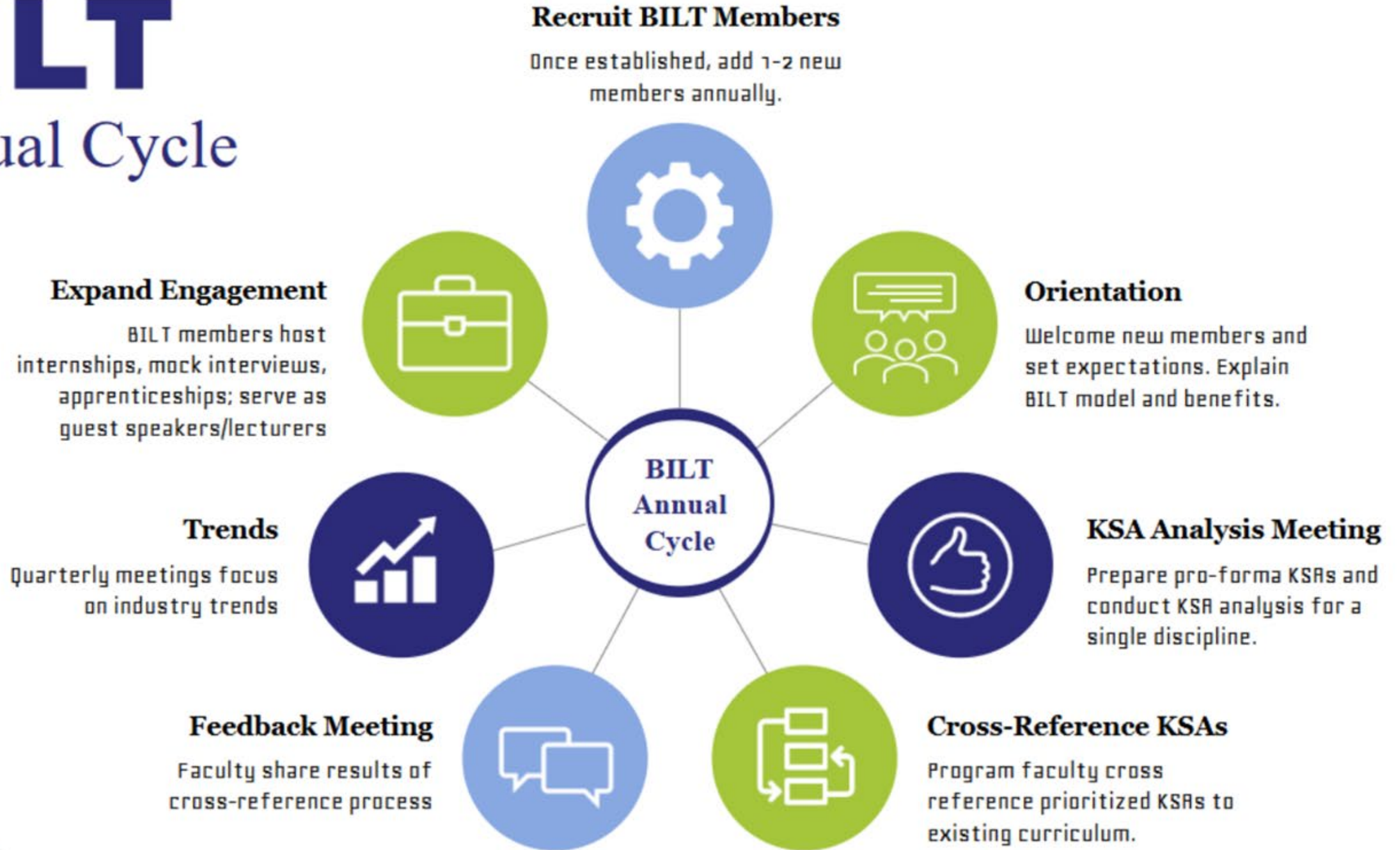
- Co-lead programs
- Prioritize Knowledge, Skills and Abilities (KSAs) they want graduates to have 12-36 months into the future (at a program level)
 - Structured, repeatable process
 - Synchronous discussion
 - Predict Labor Market Demand
- Share industry trends during 2-3 other meetings annually

Faculty:

- Attend KSA mtg as active listeners and questioners
- Cross reference KSAs to existing curriculum to determine gaps and coverage
- Diligently try to update curriculum to address KSAs needed by businesses
- Provide businesses feedback regarding implementation and discuss challenges

BILT

Annual Cycle



Sample KSA Votes

K-27	Understand what WordPress is and what use cases are best suited for it	3	2	4	0	2.89
K-28	Describe the principles of SEO (Search Engine Optimization) and its impact on maintaining and improving a website's visibility and performance	2	4	3	0	2.89
K-23	Understand the concepts of semantic HTML	1	5	3	0	2.78
K-29	Understand the fundamentals of Search Engine Optimization (SEO), including keyword research, on-page optimization, and understanding how search engine algorithms rank content	2	3	4	0	2.78
S-13	Create low fidelity wireframes	2	3	4	0	2.78
S-62	Use digital technology to create, edit, produce, and archive a multimedia story	2	4	2	1	2.78
K-24	Understand the core concepts of CSS including selectors, properties, values, and the box model	1	4	4	0	2.67
S-22	Apply standard styling with HTML elements to create visually appealing and user-friendly interfaces	2	3	3	1	2.67
K-34	Knowledge of project management software such as Asana	2	3	2	2	2.56
S-14	Use basic design principles to layout and produce a storyboard for a digital story	2	3	2	2	2.56
S-45	Can create and design wireframes using Adobe XD	2	3	2	2	2.56
S-56	Use of photographic aesthetics to produce digital images	2	3	2	2	2.56
K-1	Basic knowledge using Google Suite	1	3	4	1	2.44
S-51	Earn industry certifications in the Adobe Suite (Photoshop, Illustrator, InDesign, Premiere, Animate)	2	2	3	2	2.44
S-61	Manipulate text and related objects, variables, and expressions in multimedia interfaces	0	5	3	1	2.44
K-10	Describe color calibration and characterization	1	3	3	2	2.33
S-8	Apply compositional theories as related to and incorporated into the foundational elements of digital illustration	1	3	3	2	2.33
S-20	Design camera-ready illustrations through the use of software packages	1	2	5	1	2.33
S-44	Can create and design assets using Adobe Premiere	2	2	2	3	2.33



MARICOPA
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IT INSTITUTE

**Thank You
For
Attending!**



Workforce Professional Skills

PRESENTER:

Diane Meza
Executive Director, Maricopa IT
Institute (MITI)
diane.meza@domail.maricopa.edu



Program Overview

This is a free, non-credit course which consists of five modules that prepare students for employment.

Skills:

- Communication and Empathy
- Professionalism and Collaboration
- Initiative
- Critical Thinking and Problem Solving
- Self Directed Learning and Resilience

Due to industry needs, we have expanded the Workforce Professional Skills course to include the following skills:

- Key Performance Indicators
- Public Speaking
- Virtual Meeting Etiquette

MCCCD Badge

Upon receiving 80% or higher on the final exam, students will be awarded the Workforce Professional Skills badge.



**Add this to your
resume and
LinkedIn profile to
show employers
you understand
and value
professional skills!**

Workforce Microcredential Pathway

CIS 101 IT Fundamentals - 3 Credits

Workforce Professional Skills - Non Credit



This pathway will award the students with one Certificate of Completion (CCL) and two maricopa skill badges.

M1 - Elements of Effective Listening, Speaking and Writing

Effective Communication is Key



Types of Communication and Ways to Use

Verbal Communication - Oral communication with words that you or others speak out loud.

- Use a confident and strong speaking voice.
- Use active listening.
- Avoid filler words such as; "uh, and, you know"
- Use industry jargon when appropriate.

Written Communication - Any written message that two or more people exchange.

- Strive for simplicity.
- Don't rely on tone.
- Keep a consistent style of writing that is effective and enjoyable.

Non-Verbal Communication - The transmission of messages or signals through a nonverbal platform such as eye contact, facial expression, posture, use of objects and body language.

- Be aware of your emotional and physical feeling.
- Be intentional with your non-verbal communications.
- Mimic non-verbal communications that are effective.

Visual Communication - The use of visual elements to convey ideas and information which include (but are not limited to) signs, typography, graphic design, illustration, industrial design, advertising, animation, and electronic resources.

- Consider your audience.
- Only use value added visuals.
- Make visuals clear and easy to understand.

M1 - Communication in the Workplace

Communication Styles in the Workplace



There are four styles of communication in the workplace -

Analytical Communication - Prioritizes logic and statistics.

Personal Communication - Values emotional language and uses it to build strong relationships.

Intuitive Communication - Focuses on the big picture.

Functional Communication - Enjoy going through each detail in a step by step fashion.

Please watch the video below by [Next Level Life](#) to learn more about the four styles of communication -



Free Registration

Step 1: Navigate to the [Workforce Professional Skills landing page](#).



Step 2: Register on the bottom of the page.

Step 3: Check your email.

Step 4: Click the enrollment link located in the email.

Step 5: Enjoy the class!



Questions & Additional Discussion

Diane Meza

Executive Director Maricopa IT Institute

diane.meza@domail.maricopa.edu



Information/Discussion Only.
Manufacturing/Semiconductor Workgroup
Report

Advanced Manufacturing & Semiconductor Workgroup

10/30/2025 Kick-off Meeting Highlights

- **Purpose:** Coordinate partners to strengthen Arizona's advanced manufacturing & semiconductor talent pipeline – collaborate, not duplicate.
- **Ideas Generated:**
 - Mapping & Coordination
 - Awareness & Marketing
 - Educator & Counselor Enablement
 - Pathways & Standards
 - Scale What Works
 - Special Population On-Ramps
- **Action Items:**
 - National best practice research / Benchmark national exemplars
 - Narrow to 2-3 focus areas
 - Reconvene in late November



Information/Discussion Only.
Central Arizona Regional
Workforce/Economic Workgroup Report

Regional Workgroup Summary

Kickoff Meeting Summary

- Key Discussion Themes:
 - Unified Partner Outreach, Employer Awareness, Shared Language & Skills Alignment, Industry Engagement, Apprenticeships, and Communication
- Action Items:
 - Develop Regional Employer Engagement Document
 - Hold a Regional Business Services Meeting
 - Increase Coordination with Economic Developers



Call to Public.



Adjourn.
Next MCWDB Full Board Meeting:
February 19, 2026