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I. APPLICABILITY/SCOPE

This policy applies to all Workforce Innovation and Opportunity Act (WIOA) Title I-B staff and contractors (if applicable) delivering workforce development Adult and Dislocated Worker programs and services.

II. PURPOSE

This policy is to establish guidelines and criteria to be used in Adult and Dislocated Worker Training services to assist participants of the Workforce Innovation and Opportunity Act (WIOA) Title I-B programs in gaining skills and knowledge to obtain and retain employment.

III. BACKGROUND

This section provides policy for training services available to unemployed and underemployed adults, and to dislocated workers. Training services prepare individuals for the workforce by providing in-demand skills that meet employers' needs based on labor market information, career pathways, business outreach, and sector strategies as determined annually by the Phoenix Business and Workforce Development (PBWD) Board. Through job-driven training, individuals acquire the skills needed to obtain and/or retain employment and increased earnings, which may lead to self-sufficiency.

IV. DEFINITIONS


Recognized postsecondary credential - A credential consisting of an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the State involved or Federal government, or an associate or baccalaureate degree

V. POLICY

A. OCCUPATIONAL SKILLS TRAINING

Occupational Skills Training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by a certain occupational field at entry, intermediate, or advanced levels.

1. **Targeted Industry Sectors** - ARIZONA@WORK City of Phoenix will give priority consideration to programs that lead to post-secondary credentials that align with the targeted industry sectors of focus as determined annually by the PBWD Board. The targeted industry sectors are:
 - a. **Advanced Business Services** –positions in administrative support, customer contact center/customer service, finance, accounting, banking, insurance;
 - b. **Construction** – positions in trades, apprenticeships, electrical, plumbing, HVAC, pipefitting, sheet metal;
 - c. **Healthcare** – positions in all areas of allied health, healthcare practitioners, pharmacy, physical therapy, health technologists, biomedical, laboratory, research;
 - d. **Manufacturing** – positions in computer-assisted drafting, machining, production technology, installation and repair, maintenance workers, machinery, fabrication; and
 - e. **Information technology** – positions in software development, cybersecurity, networking, engineering.


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1. **Requirements** - Occupational Skills Training must meet the following requirements:
 - a. Listed on the local Eligible Training Provider List (ETPL) and/or state ETPL if a local list does not exist;
 - b. If not utilizing the ETPL, occupational skills training must be competitively procured by contract or grant;
 - c. Outcome-oriented and focused on the occupational goal specified in the participant’s Individual Employment Plan (IEP) or Individual Service Strategy (ISS);
 - d. Results in the attainment of a recognized postsecondary credential; and
 - e. Provides an expectation that the participant will gain, or retain, self-sufficient employment upon completion of training.
 - f. Results in an occupation that meets the City of Phoenix projected occupational growth rate of 5%.

2. **WIOA Training Amounts** - The maximum amount of WIOA funding available per participant, per period of participation, is established by the PBWD Board. The dollar cap amounts for WIOA Adult, Dislocated Worker, and Youth programs are as follows:
 - a. Targeted industry sectors – up to \$10,000.
 - b. Non-targeted industry sectors – up to \$7,000.

3. **Occupational Training Account (OTA)** - Occupational skills training must be competitively procured by contract or grant. However, participants may be issued an Occupational Training Account (OTA) with a specified dollar amount to provide training using WIOA funds based on the needs identified in the participant’s education plan. OTAs allow participants the opportunity to choose the training provider that best meets their needs, as described in 20 CFR 680.340.
 - a. The ARIZONA@WORK City of Phoenix Program Supervisor (or designee) must be notified of any Occupational Training Account (OTA) status changes within seven calendar days of the occurrence. Status changes include:
 - Delay of Training- participant is not able to begin the approved training on the scheduled start date;
 - Extensions -due to circumstances participant is not able to complete training by the schedule end date; or
 - Training Changes- (participant does not intend to begin training due to training cost, term, program, and/or program changes.

4. **Subsequent Training Eligibility** - A participant may be eligible for additional funding after program exit based on the following criteria:
 - a. It has been at least 18 months since the participant successfully completed training or if unsuccessful, is able to demonstrate the ability, willingness, and personal motivation to complete; or
 - b. It has been less than 18 months since the participant successfully completed training, and he/she is able to demonstrate that additional training builds upon the previous

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training and qualifies them for promotional opportunities, or will prevent them from losing their job; or

- c. It has been less than 18 months since the participant successfully completed training, and he/she is able to demonstrate that additional training builds upon the previous training and is necessary for continuing along a career pathway.

VI. POLICY MANAGEMENT REQUIREMENTS

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

VII. ADDITIONAL OR MISCELLANEOUS INFORMATION

[DES/WIOA Training Services Policy, Section 500](#)