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I. APPLICABILITY/SCOPE

This policy applies to services delivered through Workforce Innovation and Opportunity Act (WIOA) Title IB to Adult, Youth and Dislocated Worker program participants by staff and contracted providers of ARIZONA@WORK City of Phoenix.

II. PURPOSE


This policy provides guidance regarding Customized Training for eligible Adult and Dislocated Workers. Customized training opportunities provide structured training for participants to gain the knowledge and skills to be competent in the job for which they are hired and leads to economic self-sufficiency.

III. BACKGROUND

- A. Customized training is designed to meet the specific needs of an employer or a group of employers committed to employing an individual upon the successful completion of the program, for which the employer pays a significant portion of the training. Customized training is generally designed so that participants are trained by a third party for the employer. Customized training participants are not employed by the employer at the start of participation in the customized training. Participants must be enrolled in the adult program in Arizona Job Connection (AJC) to participate in customized training.

- B. Customized Training requirements:
 - 1. Used to meet the special requirements of an employer or group of employers;
 - 2. Conducted with a commitment by the employer(s) to employ all individuals upon successful completion of the training;
 - 3. Paid for, in part, by employers, who must pay a “significant cost” under WIOA sec. 3(14) of the training;
 - 4. Employers must apply for customized training funds from the Local Workforce Development Area (LWDA). Funds will be awarded based on the local availability of WIOA Title 1B funds at the time of the application;
 - 5. Once LWDA awards funds, the employer has up to one year to complete the approved training program. Employers are encouraged to conduct and complete training as soon as feasible;
 - 6. Will not supersede the individual’s rights for consumer choice;
 - 7. Participants may not be earning a self-sufficient wage under WIOA sec. 134(c)(3)(A) as determined by City of Phoenix policy;
 - 8. Meet the Fair Labor Standards Act requirements for an employer-employee relationship; and
 - 9. Will incorporate new technologies, processes, or procedures; offer skills upgrades; provides workplace literacy; or serves other appropriate purposes under WIOA 680.710.

- C. Customized Training may not be used for the following:
 - 1. New employee orientation;
 - 2. Job search skills, resume writing, or interviewing skills;
 - 3. Adult basic education such as high school equivalency preparation or remedial courses in reading, mathematics, or language arts;
 - 4. English for speakers of other languages; and

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5. Training that relates to human resources functions such as diversity, sexual harassment, and employment terminations.

D. Customized training is designed to provide the City of Phoenix with flexibility to ensure that training meets the unique needs of the job seekers and employers or groups of employers. There are several factors that must be considered when customized training is used:

1. Groups of individuals that receive training would otherwise lack the necessary requirements of the industry to obtain employment in the industry to earn self-sufficient wages;
2. Training will provide skills to new hire candidates, either through a process whereby the employer interviews, hires, and then trains the job seeker or through a pre-vocational process of screening or assessment, training, and interviewing successful completers;
3. The training provides an industry-recognized credential or certificate. WIOA Title 1B encourages training that leads to a credential, but a credential is not a requirement of customized training;
4. The number of participants provided training through the employer should be a minimum of five and substantiates the overall cost of the training program;
5. Maximum allocation per individual participant shall not exceed \$3,000;
6. The occupation for which customized training is being provided must be in demand within the City of Phoenix region; and
7. Priority will be given to those industries identified in the industry cluster study and aligns with current sector strategies.

IV. DEFINITIONS


N/A

V. POLICY

A. Worker Criteria

All individuals must be registered in the Arizona Job Connection (AJC) and determined eligible prior to receiving training services. Training services are available to employed and unemployed individuals if after evaluation it is determined that the participant:

1. Is a resident in the State of Arizona;
2. Meets the current WIOA Title 1B eligibility requirements;
3. Unlikely or unable to attain employment that leads to economic self-sufficiency as defined by the current Lower Living Standard Income Level or wages comparable to or higher from previous employment through career services;
4. Determined to have the skills and qualifications to successfully participate in training services;
5. Selects a program of training that is directly linked to employment opportunities in the local area or the planning region, or in another area to which the individual is willing to commute or relocate; and
6. Is unable to obtain grant assistance from other sources to pay for the cost of training or require WIOA Title 1B assistance in addition to other sources of grant assistance.

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B. Business Criteria

All businesses must be located and conducting business within the State of Arizona. Each business agrees to:


1. Complete an Customized Training Application and enter into a contract with the City of Phoenix;
2. Adhere to applicable WIOA administrative requirements per Section 683.000, as well as the nondiscrimination and equal opportunity provisions of the laws;
3. The industry sector and positions must be defined as high demand as determined by company growth report and labor market information;
4. May not procure, contract for, or incur costs to be paid from WIOA Title IB program funds prior to the start date, as determined by the date when all parties sign the contract;
5. Provide copies of a **“Certificate of Completion”** for everyone who successfully completes the prescribed training program. Such certificates must contain the individual’s name and the class or course completed through training;
6. Employ individuals upon successful completion of the program;
7. Be available for program monitoring on a scheduled basis; Provide quarterly post-training reports, including information on the retention and/or promotions of trainees and the impact training made on the business, for one year after the completion of the training; and
8. A contract can be entered with a public non-profit agency such as a local fire department or a board of education if section 680.700 through section 680.730 are met.

C. Customized Training must not:

1. Displace any currently employed workers (including a partial displacement such as a reduction in non-overtime work, wage, or employment benefits);
2. Impair an existing contract for services or a collective bargaining agreement;
3. Be provided to any company that has relocated within the previous 120 days of its application if the relocation has resulted in any employee losing his or her job at the original location;
4. Include proprietary training specific to a company, unless skills are determined to be transferable to other businesses or industries; and
5. Be used to directly or indirectly assist, promote, or deter union organizing.

D. Customized Training Contract

1. Maximum contract per company is up to \$100,000 per fiscal year with an option for the City of Phoenix Business and Workforce Development Board to approve additional funds based on the organization’s extraordinary ability to impact job seekers. The following criteria must be considered and part of the training agreement:
 - a. Number of new hires;
 - b. Size of the employer;
 - c. Jobs that are in demand in the City of Phoenix;
 - d. Full-time, over 32 hours a week, hourly or salary, but not commission or piecework;
 - e. Provides the individual self-sufficiency;

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- f. Provides the individual a wage over \$13.00 per hour;
- g. Training introduces practical knowledge of new technologies, upgrading to new job that requires additional skills, or workplace literacy; and
- h. Preference provided to core sector focuses.

E. Employer Match

Employers are required to pay a significant portion defined as fifty (50) percent of the cost of customized training, with a reimbursement not to exceed \$3,000 per individual.

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

Refer to supplemental documents associated with this policy.

Attachment A – Customized Training Services Application