

A portrait of Martha M. @WORK, a woman with dark curly hair, wearing a blue button-down shirt, leaning against a yellow wall. A large, semi-transparent '@' symbol is overlaid on the right side of the image.

Martha M. @WORK

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Pinal County Workforce Development Board Monitoring and Policy Development Update

January 20, 2022



Innovative Workforce Solutions

Program Year 2019

Data Validation

DES QAIA Data Validation Audit:

- Conducted October 2021
- Review included cases from the Adult, Dislocated Worker and Youth Programs

- Types of errors found include lack of documentation of:
 - Birthdate
 - Start/completion/withdrew date from training
 - Low income status at program entry

Cases Reviewed	10
Data Elements Reviewed	329
Cases with Errors Found	4
Accuracy Rate	98%



PCWDB Policy Development Update

Policies ready for PCWDB Approval

Draft Monitoring Policy (Revision)

- Adds a monthly monitoring process as part of required monitoring the WIOA Title I-B Adult, Dislocated Worker and Youth Programs
- Posted for public comment between October 25, 2021-November 5, 2021
- Review session held November 10, 2021

Draft Grievance, Complaints, and Appeals Policy (Revision)

- Adds requirement for all ARIZONA@WORK Pinal County partners to submit/track all grievances, complaints, and appeals to the PCWDB
- Adds a requirement for all ARIZONA@WORK Pinal County partners to use a Google form to submit/track grievances, complaints and appeals
- Applies to all ARIZONA@WORK Pinal County partners that sign the Memorandum of Understanding
- Posted for public comment between November 29, 2021-December 10, 2021
- Review session held January 11, 2022

