

NOTICE OF PUBLIC MEETING AND EXECUTIVE SESSION
PINAL COUNTY WORKFORCE DEVELOPMENT BOARD
SUMMARY OF AGENDA FOR MEETING
Thursday, December 19, 2024

2:00 PM - CALL TO ORDER

PINAL COUNTY ADMINISTRATIVE COMPLEX
CONFERENCE ROOM (1st FLOOR)
135 N. PINAL STREET
FLORENCE, AZ 85132

BUSINESS BEFORE THE BOARD

- (1) Roll Call and Introductions
- (2) Presentation of Certificate of Service
- (3) CONSENT AGENDA: *All items indicated by an asterisk (*) will be handled by a single vote as part of the Consent Agenda, unless a Board Member, Board Staff, or member of the public objects at the time the agenda item is called.*
 - *a) Discussion/approval/disapproval of the November 21, 2024 Pinal County Workforce Development Board Regular Meeting Minutes
 - *b) Discussion/approval/disapproval of the the resignation of Tim Tucker from the Pinal County Workforce Development Board and the appointment of Wallin Gustin with Arizona Department of Economic Security (Government & Economic Development Sector) for the remainder of the term. Term of Service: January 9, 2024 through May 31, 2026
 - *c) Discussion/approval/disapproval of the ARIZONA@WORK Pinal County Eligible Training Provider List Policy
 - *d) Discussion/approval/disapproval of Recommendation of the following Central Arizona College Training Program for listing on the Arizona's Eligible Training Provider List.
- (4) Discussion/approval/disapproval of the Pinal County Workforce Development Board Budget Report
- (5) Discussion/approval/disapproval to allow PCWDB staff to forward Revision 2 of the ARIZONA@WORK Pinal County 2023-2025 Memorandum of Understanding/Infrastructure Funding Agreement (MOU/IFA) once all partner signatures are obtained. This revision was necessitated by the addition of new service providers for the Adult and Dislocated Worker Programs and Adult Education
- (6) Discussion/approval/disapproval of the proposed Request for Quote (RFQ) for Pinal County Workforce Development Board (PCWDB) staff to pursue procurement of professional and outside services to work with the PCWDB on updated operational activities, including exploration of topics such as onboarding new members, sector strategy development, and apprenticeships concentrating on the in-demand and targeted industries identified in the 2025-2028 ARIZONA@WORK Pinal County Workforce Development Plan.
- (7) Board Chair Report

(8) Operations Report

(9) Call to Public -

Consideration and discussion of comments from the public. Those wishing to address the Pinal County Workforce Development Board need not request permission in advance. Action taken as a result of public comment will be limited to directing staff to study the matter or rescheduling the matter for further consideration and decision at a later date.

Posted on the 16th of December around 4:00 PM

ZOOM MEETING JOINING INFORMATION: <https://us02web.zoom.us/j/83523956184?pwd=aGFYNkxWZ2NDQlpXeDlhWnM4bIFTUT09> Meeting ID: 835 2395 6184 Passcode: 560669Dial by your location • +1 253 205 0468 US

Pursuant to A.R.S. 38-431.02(H), the public will have physical access to the meeting place fifteen (15) minutes prior to the start of the meeting.

ADJOURNMENT

(SUPPORTING DOCUMENTS ARE AVAILABLE AT THE WORKFORCE DEVELOPMENT OFFICE)

In accordance with the requirement of Title II of the Americans with Disabilities Act (ADA), the Pinal County Workforce Development Board does not discriminate against qualified individuals with disabilities admission to public meetings. If you need accommodation for a meeting, please contact the Workforce Development Office at (520)866-6227, at least (3) three business days prior to the meeting (not including weekends or holidays) so that your request may be accommodated.



PINAL COUNTY

WIDE OPEN OPPORTUNITY

AGENDA ITEM

December 19, 2024 ADMINISTRATION BUILDING A
FLORENCE, ARIZONA

REQUESTED BY:

Funds #:

Dept. #:

Dept. Name: Workforce Department

Director: Joel Millman

BRIEF DESCRIPTION OF AGENDA ITEM AND REQUESTED BOARD ACTION:

Roll Call and Introductions

BRIEF DESCRIPTION OF THE FISCAL CONSIDERATIONS AND/OR EXPECTED FISCAL IMPACT OF THIS AGENDA ITEM:

BRIEF DESCRIPTION OF THE EXPECTED PERFORMANCE IMPACT OF THIS AGENDA ITEM:

MOTION:

History	Who	Approval
Time		

ATTACHMENTS:
Click to download
No Attachments Available



PINAL COUNTY

WIDE OPEN OPPORTUNITY

AGENDA ITEM

December 19, 2024 ADMINISTRATION BUILDING A
FLORENCE, ARIZONA

REQUESTED BY:

Funds #:

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Presentation of Certificate of Service

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BRIEF DESCRIPTION OF THE EXPECTED PERFORMANCE IMPACT OF THIS AGENDA ITEM:

MOTION:

History	Who	Approval
Time		

ATTACHMENTS:

Click to download
No Attachments Available



PINAL COUNTY

WIDE OPEN OPPORTUNITY

AGENDA ITEM

December 19, 2024 ADMINISTRATION BUILDING A
FLORENCE, ARIZONA

REQUESTED BY:

Funds #:

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*c) Discussion/approval/disapproval of the ARIZONA@WORK Pinal County Eligible Training Provider List Policy

*d) Discussion/approval/disapproval of Recommendation of the following Central Arizona College Training Program for listing on the Arizona's Eligible Training Provider List.

BRIEF DESCRIPTION OF THE FISCAL CONSIDERATIONS AND/OR EXPECTED FISCAL IMPACT OF THIS AGENDA ITEM:

BRIEF DESCRIPTION OF THE EXPECTED PERFORMANCE IMPACT OF THIS AGENDA ITEM:

MOTION:

ATTACHMENTS:

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[Meeting Minutes 11.21.24](#)

[Eligible Training Provider List Policy](#)

[Central Arizona College Training Programs for Consideration Summary](#)



NOTICE OF PUBLIC MEETING PINAL COUNTY WORKFORCE DEVELOPMENT BOARD ACTION MEETING SUMMARY

AMENDED Thursday, November 21, 2024

2:00 PM - CALL TO ORDER

PINAL COUNTY ADMINISTRATIVE COMPLEX CONFERENCE ROOM (1ST FLOOR)

135 N. PINAL STREET

FLORENCE, AZ 85132

1. Roll Call and Introductions

Meeting called to order at 2:00 PM

<p><u>Members Present:</u></p> <ol style="list-style-type: none"> 1. Harold Christ 2. Christina Rothlisberger (Zoom) 3. Tim Tucker (Zoom) 4. Lynn Parsons 5. Erica Ballesteros (Zoom) 6. Solomon Galyon 7. Richard Wilkie (Zoom) 8. Stacey Rich (Zoom) 9. Joshua Paine (Zoom) 10. Bryan Seppala (Zoom) 11. Mike Cruz 12. Mary Fleck (Zoom) 13. Sean Salveson 14. Joel Villegas 15. Samuel Kolapo 	<p><u>Members Absent:</u></p> <ol style="list-style-type: none"> 1. Susan Aguilar 2. Logen Kelly 3. Jack Beveridge 4. Jakob Andersen 5. Jim Garrett 6. Todd Thomas 7. David Nieves 8. Andrew Clegg <p><u>Staff Present:</u></p> <ul style="list-style-type: none"> • Joel Millman • Laura Loiacono • Moriah Robles • Carrie Fike • Shannon McHenry
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2. CONSENT AGENDA :All items indicated by an asterisk (*) will be handled by a single vote as part of the consent agenda, unless a Board Member, Board Staff, or member of the public objects at the time the agenda item is called.

- ***Discussion/approval/disapproval** of the October 17, 2024 Pinal County Workforce Development Board Regular Meeting Minutes
- ***Discussion/approval/disapproval** to correct the name of the Workforce Innovation and Opportunity Act (WIOA) grant administrative entity and the fiscal agent in the "Recitals" of the Shared Governance Agreement between the Pinal County Workforce Development Board and the Pinal County Board of Supervisors. The correction designates the Pinal County Economic and Workforce Development Department as the administrative entity. The fiscal agent role is shared between the Pinal County Budget and Finance Department and the Pinal County Economic and Workforce Development Department. The Shared Governance Agreement describes how each of the parties will carry out their shared governance functions as outlined in WIOA
- ***Discussion/approval/disapproval of the** of the request for approval from the Arizona Department of Economic Security to pay incentives using WIOA Title I-B Adult and Dislocated Worker funds during Program Year 2024.
- ***Discussion/approval/disapproval** of recommendation of the following Central Arizona College training programs for listing on Arizona's Eligible Training Provider List:
 - Dental Assistant Certificate (MedCert)
 - Heavy Operator Equipment Level 1 Certificate
- ***Contractor Provider Reports**
 - Adult/Dislocated Worker Program
 - Youth Program
 - One-Stop Operator

Motion Entered by: Sean Salvesson

Second by: Solomon Galyon

Item Action: Approved

3. Discussion/approval/disapproval of the Pinal County Workforce Development Board Budget Report.

Carrie Fike presented the monthly PCWDB Budget Report

Motion Entered by: Lynn Parsons

Second by: Solomon Galyon

Item Action: Approved

4. Discussion/approval/disapproval of the request to transfer \$250,000 from Dislocated Worker Program to the Adult Program.

Carrie Fike and Joel Millman discussed the Program Year 2024 funding allocation for the Adult and Dislocated Worker Programs. It was noted that the Adult Program had spent 57% of its

budget and had only \$270,000 left for the next nine months. This is a request to transfer \$250,000 from the Dislocated Worker Program to the Adult Program.

Motion Entered by: Richard Wilkie

Second by: Joel Villegas

Item Action: Approved

5. Discussion/approval/disapproval to transfer \$115,000 to Rapid Response to Eckerd Connects for Business Service Staffing.

Carrie Fike requested approval to transfer of \$115,000 from the Rapid Response allocation to Eckerd Connects to cover the cost of two Eckerd Connects Business Consultants.

Motion Entered by: Mike Cruz

Second by: Sean Salvesson

Item Action: Approved

6. Board Chair Report

Harold Christ discussed various ongoing projects and initiatives. He highlighted the challenges of managing funding from the Federal and State governments, and the need to re-evaluate the board's effectiveness. Harold mentioned an exciting FutureTech initiative with Chicanos Por La Casa to support In-demand technology-based Career Pathways. James Smith has resigned as Economic and Workforce Development Director. Joel Millman has been asked to serve as Interim Director.

Item Action: Information Only

7. Operations Report

- **ARIZONA@WORK Pinal County Data Dashboard “At a Glance”** – Moriah Robles shared the Data Dashboard which provides key metrics of the overall ARIZONA@WORK Pinal County delivery system.

Item Action: Information Only

8. Presentations in Recognition of Apprenticeship Week November 17-22

- **Sean Salvesson – K2 Electric**
Sean Salvesson, Vice President of Construction at K2 Electric, shared his passion for the electrical trade and his experience as a high school dropout who has now owned his own business for 12 years. He emphasized the value of apprenticeship programs, such as the one offered by Western Electrical Contractors Association (WECA).
- **Joshua Paine – Arizona Heavy Equipment Operators Apprenticeship Program**

Joshua Paine, the Coordinator with the Arizona Operating Engineers, presented a program that trains heavy equipment operators and diesel mechanics. He explained the program's structure, including an aptitude test, interview, and pre-training, followed by a job with a Union contractor.

- **Solomon Galyon – Arizona Building and Construction Trades:** Amended item to add presentation.

Solomon Galyon shared the Local JATC Building Trades Apprenticeship program which features various programs along with success rates.

Item Action: Information Only

9. Presentation: Jobs for Veterans State Grant – Amy Bratlie with Disabled Outreach Program

Amy Bratlie and Heather Honaker presented the Jobs for Veterans State Grants Program which provides federal funding, through a formula grant, to 54 State Workforce Agencies. The grants provided for the hiring of staff to provide individualized career and training related services to eligible veterans and eligible persons with significant barriers to employment and help employers fill their workforce needs with job-seeking veterans.

Item Action: Information Only

10. Call to the Public

Terrance “Dee” Pinkston, Director for Workforce Solutions with Chicanos Por La Casa is seeking two Pinal County employers interested in supporting efforts to apply for a U.S Department of Labor’s Workforce Pathways for Youth grant.

Item Action: 1 public comment

11. Adjournment

Motion Entered by: Lynn Parsons

Second by: Sean Salveson

Meeting adjourned at 3:18pm

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801 ELIGIBLE TRAINING PROVIDER LIST

The Eligible Training Provider List (ETPL) provides useful information on training providers, the programs they provide, and the quality of their training programs. To maximize consumer choice and ensure that all population groups are served, a thorough process must be in place to guarantee that participants have access to a wide selection of qualified Eligible Training Providers (ETPs).

Only approved programs listed on the State's ETPL are authorized for referral and enrollment of a Workforce Innovation and Opportunity Act (WIOA) participant. Eligible participants can use the ETPL to make an informed choice regarding training providers. In this way, the ETPL provides participants with options, which also supports increased performance and accountability.

The Governor, in consultation with the State Workforce Development Board, sets the criteria, information requirements, and procedures, including those defining the roles of the State and Local Workforce Development Boards (LWDBs) that govern the eligibility of training providers and training programs to receive funds through Individual Training Accounts (ITAs) through 20 CFR 680.430 (a).

The Governor may designate a State agency (or appropriate State entity) to assist in carrying out the process and procedures for determining the eligibility of training providers and programs of training services through CFR 680.430 (b). In Arizona, the State Workforce Development Board is called the Workforce Arizona Council (WAC). In Arizona, the State Administrative Entity is the Arizona Department of Economic Security (DES).

In Pinal County, all training programs are reviewed by the ARIZONA@WORK Pinal County ETPL Coordinator to ensure the program meets requirements in this policy. Training programs that meet requirements are placed on a Pinal County Workforce Development Board (PCWDB) meeting agenda for recommendation to be listed on the ETPL. Programs that are recommended by the Pinal County Workforce Development Board are forwarded to the State ETPL Manager for approval and posting on the ETPL.

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802 AUTHORITY

- Workforce Innovation and Opportunity Act (WIOA) of 2014;
- Federal Register 20 CFR § 680;
- Training and Employment Guidance Letter (TEGL) 3-18, Eligible Training Provider (ETP) Reporting Guidance under WIOA;
- TEGL 8-19 WIOA Title I Training Provider Eligibility and State List of ETPs and Programs;
- TEGL 8-19, Change 1, provides clarification on Registered Apprenticeship Programs (RAPs) as WIOA Title I Eligible Training Providers (ETPs).
- Training and Employment Notice (TEN) 9-20.
- [Workforce Arizona Council Eligible Training Provider List Policy](#)
- [Arizona Department of Economic Security ETPL Desk Aide](#)

803 APPLICABILITY

The ETPL includes training providers who are eligible to receive WIOA Title I funds to train eligible adults, dislocated workers, and youth. The ETPL also includes information on training program costs, credential information, labor market information, and performance information.

ARIZONA@WORK Pinal County Title I-B programs are required to give priority consideration to training programs that are related to occupations in-demand in Pinal County.

Arizona’s ETPL is available on the State’s comprehensive workforce case management and reporting system of record, [Arizona Job Connection \(AJC\)](#). The State’s system of record will be used through this policy to make reference to the AJC system.

Entities that fall under 20 CFR 680.320 and 20 CFR 680.530 are exempt from this policy.

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804 TRAINING PROVIDER RESPONSIBILITIES

A. Training Provider Responsibilities

Training provider’s responsibilities include:

1. Answering all questions on the application located on the AJC system website.
2. Submitting additional documents as needed to the ARIZONA@WORK Pinal County ETPL Coordinator for the PCWDB’s review, the Workforce Arizona Council (WAC), and Department of Economic Security (DES) as required or requested.
3. Providing periodic updates on WIOA training participants, including copies of credentials and transcripts received by WIOA participants as required or requested by the PCWDB or ARIZONA@WORK Pinal County service providers.
4. Collecting performance data on all students (students whose tuition is paid for using the ARIZONA@WORK Pinal County funds, and all other students) attending a training program as required for reporting of performance measures. Refer to section 810.B.8 for required performance data for initial eligibility, section 812.02.B for required performance data for continued eligibility and section 814 for required performance data for the annual ETPL Performance Report.
5. Submitting an Annual Training Performance Data for the ETPL Annual Report via the AJC system of record.
6. Notifying the PCWDB of any changes or updates to a training program and update the system of record by contacting the ARIZONA@WORK Pinal County ETPL Coordinator.
7. Notifying the PCWDB of other changes such as a change in the point of contact, a transition of the school's location, or impending sale or closure, and update the system of record.
8. Uploading to the state system of record (AJC) regarding partnerships with businesses related to curriculum development, the training of current and

Chapter 800	Eligible Training Provider List Adult, Dislocated Worker and Youth Programs
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new employees, and established employment pipelines for training program graduates. The evidence may include documentation of past and current training partnerships for incumbent and new employees, and may include assurance from employers that they will hire students upon successful completion of the training program, as well as other evidence related to partnerships with the business for training purposes.

9. Submitting accurate and timely performance data for participants receiving training via the AJC system.
10. Providing the information necessary to determine program performance and to meet requirements per WIOA. The ETP must agree to make their data available to validate the information submitted for reporting. The annual performance reports must contain individual-level data for all participants in programs offered by the ETP that include at least one (1) student receiving WIOA funding. The reports are due to the DES annually as agreed to in the Training Provider Assurances form (WIO-1040A FORFF) [Exhibit 800A](#).
11. Completing and signing the Training Provider Assurances form (WIO-1040A FORFF) to certify that their organization meets all WIOA and Arizona ETPL requirements and agrees to comply with all ETPL training provider responsibilities listed in this policy. The Training Provider Assurances (WIO-1040A FORFF) must be returned to the State ETPL Manager within 14 business days of receiving the form.
12. Making available the following documents upon request and during monitoring visits:
 - a. Current license(s) from the appropriate Federal, State, or professional licensing authority, where applicable (not required for Registered Apprenticeship Programs).
 - b. Certificate of Liability Insurance naming DES as the certificate holder, and as an additional insured with a \$2 million general aggregate limit (not required for public postsecondary institutions or Registered Apprenticeships).

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13. Ensuring training participant’s Personal Identifiable Information (PII) is kept confidential and secure.

B. Training Provider Prohibitions

1. Training providers may provide general information about WIOA and ARIZONA@WORK Pinal County services but must not guarantee eligibility or assure enrollment.
2. Training Provider must not refer to the ARIZONA@WORK Pinal County Programs as grants, as training services represent only one of the types of services offered. Intensive case management and follow-up services are required for all programs.
3. Training providers must not withhold services or credentials to the participant for delayed payment for training services.
4. Training providers must adhere ARIZONA@WORK Pinal County branding policies.

805 STATE ETPL RESPONSIBILITIES

The DES and the PCWDB share responsibilities for managing the eligible training provider process in Pinal County. The DES is the designated State agency for WIOA administration and is responsible for:

1. Approval and removal of providers and programs for the State ETPL;
2. Ensuring that the information contained on the ETPL is accurate and current;
3. Determining training providers' applications and programs approved by the PCWDB are reviewed, and those approved are placed on the ETPL;
4. Establishing a process for adding programs to the ETPL and assessing program eligibility;
5. Maintaining the list of eligible training providers and programs approved by PCWDB and other Local Workforce Development Boards (LWDB) in Arizona;

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6. Providing an updated list to all LWDBs and the public through the AJC website;
7. Establishing initial eligibility criteria for new training providers and setting minimum levels of performance for all training providers to remain eligible and making that information available to the public;
8. Submitting all reports to the appropriate Federal Agency as required;
9. Distributing the ETPL, accompanied by credential, cost, and performance information for each ETPL training program throughout Arizona;
10. Allowing training providers to appeal a denial or termination of eligibility, including an opportunity for a hearing at the State level, after a training provider receives an unsatisfactory decision; and
11. Monitoring training providers for training provider requirements.

806 ARIZONA@WORK PINAL COUNTY ETPL RESPONSIBILITIES

PCWDB’s responsibilities include:

1. Ensuring that ARIZONA@WORK Pinal County partner staff have access to the ETPL and are knowledgeable about its use;
2. Providing local access to the ETPL for customers within the ARIZONA@WORK Pinal County Business and Career Center, and other locations across Pinal County;
3. Ensuring the PCWDB and the State agencies work together to ensure that there are sufficient numbers and types of providers of training services, including programs with expertise in assisting individuals with disabilities, and training providers with expertise in assisting adults in need of adult education and literacy activities;
4. Ensuring training programs approved by the PCWDB support in-demand occupations in Pinal County;

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5. Ensuring training programs that use technology-based learning that meet all state and PCWDB requirements;
6. Reviewing for initial and continued eligibility;
7. Ensuring participants who receive training are enrolled in approved training programs, as identified on the ETPL;
8. Collecting performance and cost information and any other required information related to programs from training providers;
9. Monitoring training providers for compliance and performance;
10. Evaluating performance data of all training providers during the continued eligibility review to verify that the training programs meet minimum levels of performance;
11. Consulting with the State ETPL Manager in cases where removal of a training provider or program from the local ETPL is under consideration, or where there is a recommendation to remove a provider or program from the State ETPL;
12. Following State policies, assisting with the removal of training programs from the State ETPL that are found to not meet ETPL requirements and performance levels and/or are out of compliance with provisions of the WIOA;
13. Notifying training providers and the State ETPL Manager of denial of programs at the local level; and
14. Allowing 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 PCWDB's decision.

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807 TRAINING PROVIDER AND PROGRAM GENERAL ELIGIBILITY REQUIREMENTS

A. Types of Eligible Training Providers

Eligible Training Providers are entities that are qualified to receive WIOA Title I funds, according to criteria and procedures established by the Governor. To be eligible to receive WIOA Title I-B funds, training providers must be one of the following:

1. A postsecondary educational institution that provides a program that leads to an associate degree, baccalaureate degree, diploma, or recognized credential as defined in TEGL 10-16 (2) and all subsequent changes.
2. An entity that conducts programs under the National Apprenticeship Act;
3. A training provider that has demonstrated effectiveness in training populations that face established barriers to employment; or
4. Other groups as determined by the Governor.

B. Licensing and Business Requirements

In-state and out-of-state postsecondary institutions must be authorized by a State governing body to operate in the State of Arizona, or the state where they have operations if applicable. This does not apply to Registered Apprenticeship Programs. Training providers must also:

1. Be a legal entity, registered to do business in Arizona;
2. Be Licensed through Arizona Private Postsecondary Education unless exempt under state law;
3. Hold a current license from appropriate Arizona or a state licensing authority.
4. Comply with non-discrimination and equal opportunity provisions of all Federal and State applicable laws;

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5. Provide training that is physically and programmatically accessible for individuals who are employed and individuals with barriers to employment, including individuals with disabilities;
6. Comply with all requirements from WIOA, federal regulations, federal guidance, State and ARIZONA@WORK Pinal County policies; and
7. Training providers that have been debarred by any State or the Federal government are not eligible to be included on the ETPL during the debarment period, which can be found on the Office of Federal Contract Compliance Program (OFCCP) webpage-[OFCCP Debarred Companies](#).

C. Types of Eligible Training Programs

The types of training programs eligible to be listed ETPL include (TEGL 8-19):

1. Occupational skills training, including training for nontraditional employment;
2. Programs that combine workplace training with related instruction, which may include cooperative education programs;
3. Training programs operated by the private sector;
4. Skill upgrading and retraining;
5. Entrepreneurial training;
6. Job readiness training provided in combination with the training services described in bullets 1-5 of this list or transitional jobs;
7. Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with services provided in any of clauses 1 through 5; and
8. Registered Apprenticeship Program for specific occupations.

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D. Training Delivery Format

Training programs may be delivered in person, online, hybrid, or blended format.

E. Industry-Recognized Credential

The training program must prepare the student to obtain at least one industry-recognized credential, including the following:

1. An industry-recognized certificate or certification;
2. A certificate of completion of a Registered Apprenticeship Program (RAP);
3. A license recognized by the State involved or the Federal government;
4. An associate or baccalaureate degree.

F. General Requirements

1. The training program must be related to an in-demand occupation in Pinal County or be on a career pathway that leads to an in-demand occupation in Pinal County;
2. Provide training that are physically and programmatically accessible for individuals who are employed and individuals with barriers to employment, including individuals with disabilities;
3. Comply with the [ARIZONA@WORK Pinal County Equal Opportunity Policy](#);
4. Post the “Equal Opportunity is the Law” Posters (English)(Spanish) at all training locations;
5. The training program is made available to and used by the general public; and

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6. The training provider must not charge more to WIOA participants than what is advertised for the general public.

808 REGISTERED APPRENTICESHIPS

A. Registered Apprenticeship Eligibility

All recognized Registered Apprenticeship Programs are automatically eligible to be included on the statewide ETPL and are certified by a Federal or State Apprenticeship Office. Registered Apprenticeship Programs are not subject to the same application, performance information requirements, or period of initial eligibility since they have already gone through a detailed application and vetting process through the Arizona Apprenticeship Office or US-Department of Labor (DOL) Office of Apprenticeship.

B. Required Registered Apprenticeship Program Information

The information required for a Registered Apprenticeship program to be added to the ETPL includes:

1. Occupation(s) included within the registered apprenticeship program;
2. Name and address of the Registered Apprenticeship Program Sponsor;
3. Name and address of the related technical instruction provider, including the location of the facility if different from the program sponsor's address;
4. Method and length of instruction;
5. The number of active apprentices; and
6. Programs must be certified by the Federal or State Apprenticeship Office as an active Registered Apprenticeship program to be eligible for the ETPL.

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C. Registered Apprenticeship Program Requirements

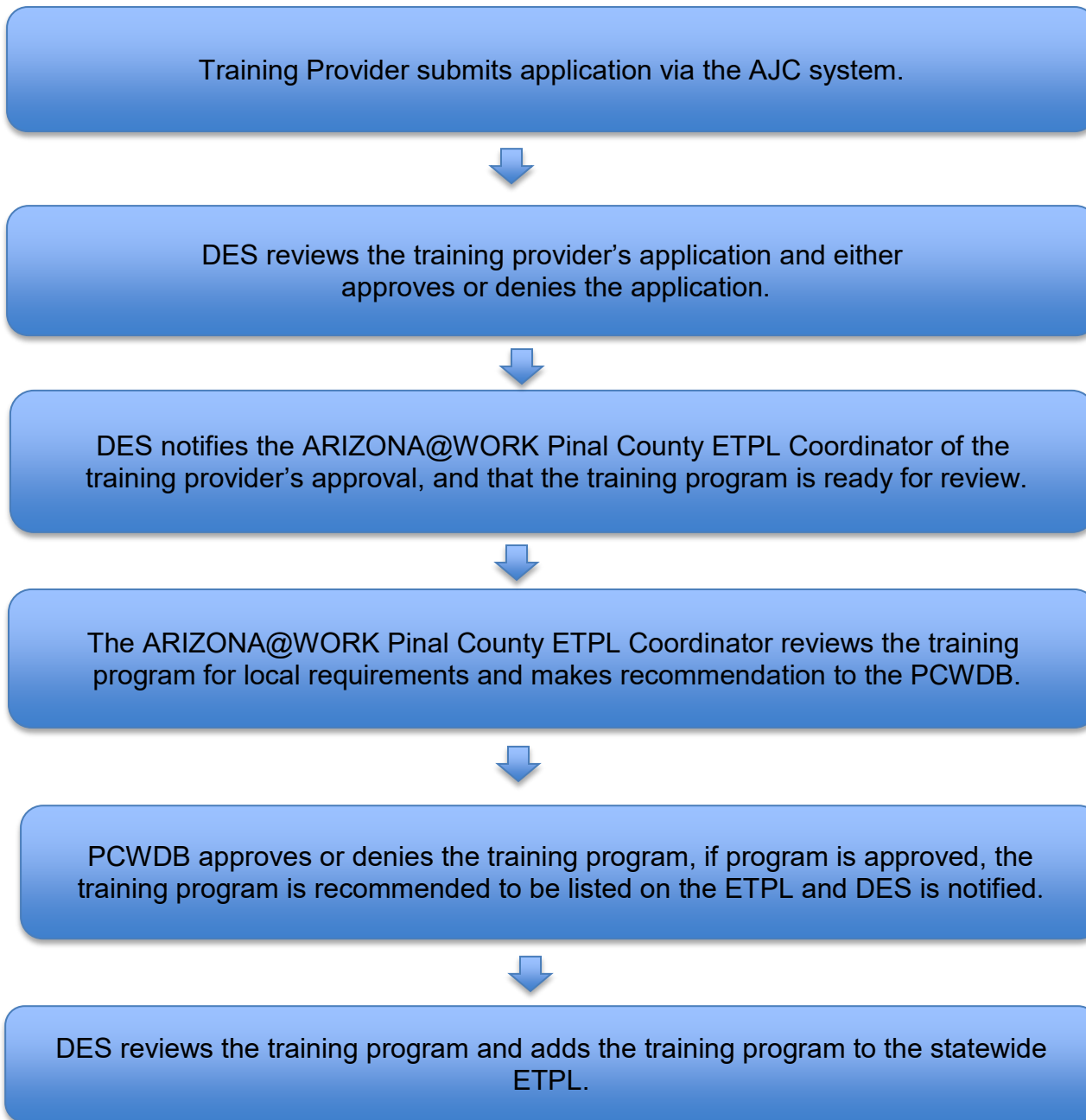
1. Registered Apprenticeship Programs are required to ensure cost information including tuition and fees on the ETPL is current. Information will be reviewed periodically to ensure accuracy by the state ETPL Manager, in coordination with Arizona’s Office of Apprenticeship.
 2. The training program for the specific occupation must be included on the active Registered Apprenticeship to qualify for the ETPL.
 3. Instructions on how to apply for the Registered Apprenticeship Program must be included in the Program Description in the AJC system.
 4. Registered Apprenticeship Programs must include all costs associated with the program, including tuition, books, fees, and other program details.
 5. If the Registered Apprenticeship offers programs in more than one occupation, the occupations must be listed in the AJC system.
- D. Program eligibility requirements in the ARIZONA@WORK Pinal County [Adult, Dislocated Worker](#) and [Youth Program](#)s policies and requirements for eligibility of training services included in the [ARIZONA@WORK Pinal County Training Services](#) policy apply to Registered Apprenticeships, the WIOA Title I-B Adult, Dislocated Worker, and Youth Programs are paying for related training portion of the Register Apprenticeship Program. These requirements include determination of program eligibility, determination of eligibility for training services, Individual Training Account limits, and the related occupation must be determined in-demand in Pinal County to be able to fund the training.
- E. The requirements for job seekers for On-the-Job Training as outlined in the [ARIZONA@WORK Pinal County Training Services](#) policy also apply to Registered Apprenticeships when an OJT is provided using WIOA Title I-B Adult, Dislocated Worker and Youth Program funds. The requirements for employers participating in On-the Job Training as outlined in the [ARIZONA@WORK Pinal County Business Services policy](#) also apply to Registered Apprenticeships when an OJT is provided to assist employers offering the Registered Apprenticeship program, helping to reduce the cost of training when using WIOA Title I-B funds.

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- F. The requirements for Supportive Services to assist an apprentice in a Registered Apprenticeship program are outlined in the [ARIZONA@WORK Pinal County Supportive Services Policy](#) when using WIOA Title I-B Adult or Dislocated Worker, and Youth Program funds.

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809 TRAINING PROVIDER ELIGIBILITY PROCESS



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810 TRAINING PROVIDER ELIGIBILITY APPLICATION

Training Providers that want to be added to the statewide ETPL must complete the online application found on the State’s comprehensive workforce case management and reporting system of record, Arizona Job Connection (AJC). Training providers must create a Provider Account and enter information for at least one training program, which meets state and requirements in this policy to be approved for the ETPL.

- A. Training Provider must include the following Training Provider information to the AJC system as part of the ETPL Application;
1. Name of the Training Provider;
 2. Description of the Training Provider’s business and other relevant information;
 3. Address of the Training Provider;
 4. Phone number and fax number;
 5. Email address for general inquiries;
 6. Training Provider’s webpage address;
 7. Type of training institution;
 8. Training Provider’s Federal Employer Identification Number (FEIN);
 9. Training Provider’s contact information;
 10. Information concerning whether the provider is in a partnership with a business;
 11. Information on access to training for individuals who are employed;
 12. Information on the availability of training services to individuals with barriers to employment and who reside in rural communities; and

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13. Information on the availability of reasonable accommodations.

B. For the training provider to be approved for the ETPL, at least one program must be entered into the AJC system. The training program is reviewed by the PCWDB after the State ETPL Manager approves the training provider. The following training program information must be entered into AJC system:

1. Program description of each program of training services to be offered, (Providers should use ETPL Training Program Synopsis Template (Exhibit 800B), including prerequisites, length of program, training locations, refund policy and access to financial aid;
2. Information on the type of credential that the training program prepares the student to obtain;
3. Prerequisites;
4. Cost information, including tuition and fees;
5. Credit hours needed to complete the program of study;
6. Number of training weeks, and the average amount of hours per week a student would be involved in instructional activities, (this includes lectures, labs, or general training);
7. Information on related occupation and associated SOC codes; and subsequent related-occupations along the career pathway;
8. One or more of the WIOA indicators of performance for all students:
 - a. Employment Rate in the 2nd Quarter after Exit;
 - b. Employment Rate in the 4th Quarter after Exit;
 - c. Median Earnings in 2nd Quarter after Exit; or the
 - d. Credential Attainment for the last four quarters.

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9. The performance period is one year from the day the provider is requesting to be added to the ETPL or the program inception date if the program has existed for less than one year.
10. Training Providers must upload the following documentation into the AJC system:
 - a. [Training Provider Assurance form](#);
 - b. [Training Provider Credential Checklist \(Exhibit 800C\)](#);
 - c. Current license from appropriate Arizona or other state licensing authority or Federal licensing authority, or documentation of exemption (does not apply to public entities);
 - d. Certificate of Liability Insurance naming Arizona Department of Economic Security (ADES) as the Certificate Holder and named as an additional insured with a \$2 million General Aggregate Limit. Attn: ETP State Administrator;
 - e. Results from the latest financial audit or a cover letter from the last financial review;
 - f. Published student grievances and procedures with the process for filing a complaint;
 - g. Published student refund policy and procedures;
 - h. Documentation from the Internal Revenue Services (IRS) indicating the Federal Employer Identification Number (FEIN);
 - i. Evidence that programs prepare students to achieve an industry-recognized credential, or degree, including all appropriate industry competencies, licensing, and certification requirements as defined in TEGL 10-16 (2) and all subsequent changes;
 - j. Information that addresses alignment of the training services with in-demand industry sectors and occupations, to the greatest extent possible;

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- k. Access to training services throughout the State (including rural areas and through technology use);
- l. Documentation that shows the program is made available to and used by the general public;
- m. Documentation that shows the Training Provider does not charge more to WIOA participants than what is advertised for the general public;
- n. Completed Training Program Credential Checklist (WIO-1031A) for each training program.

For information on how to enter initial performance data, view the [ETPL Desk Aid](#).

811 PINAL COUNTY IN-DEMAND OCCUPATIONS REPORT

The Pinal County In-Demand Occupations Report is available online on the [Pinal County Workforce Development Department Career Services](#) webpage. To access the tool, click on Pinal County In-demand Occupations.

- A. The Pinal County In-Demand Occupations Report allows users to look up occupations by the name of the occupation and by the occupation (SOC) code. The tool provides an in-demand rating, the number of projected job openings in Pinal County in the next two years, the median hourly and annual wage, the typical entry-level education required of the occupation, and the typical on-the-job training required for the occupation.
- B. The Pinal County In-Demand Occupations Report is based on three criteria: High Demand, High Skill, and High Wage.
- C. The Pinal County In-Demand Occupation Report rating system is as follows:
 - 1. 3H rating means the occupation is in-demand in Pinal County. The occupation is high demand, high skill, and high wage.
 - 2. 2H rating means the occupation is in high demand and high skill. However, the occupation may not be high wage.

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3. +H rating means the occupation may not be high demand and/or is not high skill. (High wage rating is not considered).
4. -H rating means the occupation is not high demand and/or is not high skill. (High wage rating is not considered).
5. In addition to an In-Demand Rating, the In-Demand Occupation Report provides High Demand Rating, High Skill Rating, and High Wage Rating. These ratings allow users to understand the rationale for the occupation’s In-Demand Rating.

812 INITIAL AND CONTINUED PROGRAM ELIGIBILITY

.01 INITIAL ELIGIBILITY

The ARIZONA@WORK Pinal County Eligible Training Provider List (ETPL) Coordinator is responsible for reviewing the training program to determine if the training program meets ARIZONA@WORK Pinal County and state ETPL requirements. If it is determined that program, meets requirements the training program will be added to the next PCWDB meeting consent agenda.

- A. The ARIZONA@WORK Pinal County ETPL Coordinator reviews the training program in the AJC system for accuracy and completeness, including review of initial performance data. The program will not be approved without initial performance data. If the training program is a new program, entering “zeros” is acceptable.
- B. The Training Program Credential Checklist is reviewed to determine if the training program results in an industry-recognized credential.
- C. The ARIZONA@WORK Pinal County ETPL Coordinator is required to use the [Pinal County In-demand Occupations Report](#) to make the in-demand determination for the training program’s related occupations.
- D. If the Pinal County In-demand Occupations Report indicates that the rating for the related occupation is 3H, the training program may be recommended to the PCWDB.

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- E. If the rating for the related occupation is 2H, +H, or -H the training program may be recommended, if the training provider is able to provide additional documentation that the related occupation is in-demand in Pinal County.
- F. The ARIZONA@WORK Pinal County ETPL Coordinator must add the In-Demand Rating, the number of projected jobs, median wage, and a summary of additional justification to the Training Program Credential Checklist. The completed Training Program Credential Checklist, and additional documentation must be uploaded into the training provider's Arizona Job Connection (AJC) account.
- G. The ARIZONA@WORK Pinal County ETPL Coordinator must review comparable training programs, that result in the same credential on the ETPL to determine if the cost of the training program is comparable, and in line with market value for the type of training program. If it is determined that training program's cost is significantly higher than comparable ETPL training programs additional information on the justification of the cost may be requested from the training provider. If it is determined that the training program's cost is excessive and not in line with the market value it will not be recommended for PCWDB review for recommendation to the ETPL.
- H. If the ARIZONA@WORK Pinal County ETPL Coordinator determines the training program meets state and ARIZONA@WORK Pinal County requirements, the training program is added to a PCWDB meeting agenda for board discussion and approval or disapproval. If the training program is approved by the PCWDB, the training program is recommended to the State ETPL Manager for final approval and addition to the statewide ETPL.
- I. The timeline for local training program review starts upon the training provider's submission of a complete training program application through the AJC system. The timeline for the PCWDB's consideration of the recommendation to add the training program to the ETPL will be conducted in the most expeditious manner possible based on the PCWDB's meeting schedule. After PCWDB's approval of the recommendation to add the training program to the statewide ETPL, the ARIZONA@WORK Pinal County ETPL Coordinator has 10 business days

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to submit the training program to DES for final review and approval. If the training program is approved, the initial eligibility period is for one year.

.02 Continued Eligibility

- A. After the initial eligibility expires, training programs are reviewed for continued program eligibility every two years. All approved training providers on the ETPL are required to provide performance data on all training participants as required by WIOA section 116(d)(4). In addition, the ARIZONA@WORK Pinal County ETPL Coordinator will review training provider performance specifically for WIOA participants.

- B. Training providers must enter the following continued eligibility performance data into the AJC System every two years:
 - 1. Total number of individuals served;
 - 2. Total number of individuals exited (includes students who completed, withdrew, or transferred out of the program);
 - 3. Total number of individuals who completed the program;
 - 4. Total number of training participants who have exited, who are employed in the 2nd quarter after exit;
 - 5. Total number of training participants who have exited, who are employed in the 4th quarter after exit;
 - 6. Median earnings of training participants who have exited in the 2nd quarter after exit.
 - 7. Total number of training participants who have exited and attained a credential during participation or within one year after exit;
 - 8. Average earnings in the 2nd quarter after exit; and
 - 9. Average earnings in the 4th quarter after exit.

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- C. When approved in the AJC system, initial eligibility is one year. For the first year, the performance period is from the approval date through the renewal date, which is one year from the approval date. For example, if the program is initially approved 5/20/2024, then the performance period for the first year is 5/20/2024-5/20/2025.
- D. After the initial eligibility period, continued eligibility is reviewed every two years. Using the example above, the next continued performance period is 5/21/2025-5/20/2027, and the subsequent eligibility period is 5/21/2027-5/20/2029.
- E. After the initial eligibility expires, training providers' programs will be reviewed for continued eligibility every two years by the ARIZONA@WORK Pinal County ETPL Coordinator.
- F. As part of the review for continued eligibility the ARIZONA@WORK Pinal County ETPL Coordinator will:
1. Review program information in the AJC system to ensure it is current and accurate;
 2. Review the Training Program Credential Checklist to ensure the program is current and the program results in an industry-recognized credential;
 3. Review compliance with continued eligibility performance reporting and annual performance reporting;
 4. Conduct a review of the performance levels reported on all program participants that was provided by the training provider to determine continued eligibility, and assess performance data that includes only WIOA participants that have attended the training program in the last two years.
 5. Ensure required documents are current and uploaded into the AJC system;

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6. Review any complaints regarding the training provider and/or the training program that have been submitted to the PCWDB in the past two years from service providers or training participants.
 7. Ensure the training program is related to an in-demand occupation in Pinal County, using the Pinal County In-Demand Occupations Report.
- F. If the ARIZONA@WORK Pinal County ETPL Coordinator determines the training program is to be recommended to the PCWDB to remain on the ETPL, the training program is added to the next PCWDB meeting agenda for board discussion and approval or disapproval. If the training program is approved by the PCWDB, the ARIZONA@WORK Pinal County ETPL Coordinator adds the local approval to the AJC system, and the State ETPL Manager is notified that the program has been approved for an additional two years. Final approval is made by the State ETPL Manager in the AJC System.

813 IN-DEMAND OCCUPATION DETERMINATION

If the Pinal County In-demand Occupations Report indicates that the in-demand rating for the related occupation is 3H, the training program may be recommended to the PCWDB.

- A. If the rating for the related occupation is 2H, +H, or -H the training program may be recommended if the training provider is able to provide additional documentation that the related occupation is in-demand in Pinal County.
- B. If the Pinal County In-demand Occupations Report indicates that the rating for the related occupation is 2H, +H, or -H additional documentation is needed to make the in-demand determination. The training provider may provide the following types documentation to justify that the related occupation is in-demand in Pinal County:
 1. Names of specific businesses in Pinal County looking to fill positions in the related occupation within the next two years.

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2. Documentation that specific businesses in Pinal County are currently offering positions in the related occupation with starting wages higher the Living Wage for an adult with no children for Pinal County, per the [Living Wage Calculator](#).
3. Documentation from employers in Pinal County that are committed to hiring the training program’s graduates.
4. Documentation that the training program is a required step in a specific career pathway to eventually gain employment in an in-demand occupation (i.e. an occupation that is high skill, high wage, and high demand) in Pinal County.
5. Documentation that the training program is a prerequisite for additional training or required work experience for an occupation that is in-demand in Pinal County. If the related occupation is the last occupation on a career pathway, documentation that the available positions carry starting wages higher than the Living Wage for an adult with no children in Pinal County, per the Living Wage Calculator.
6. Documentation from employers hiring for remote employment opportunities in the related occupation and are committed to hiring the training program’s graduates.

814 ANNUAL PERFORMANCE MONITORING REPORTING

Training Providers listed on the ETPL are required to enter annual performance data for all programs listed on the ETPL for the ETPL Annual Report.

- A. Performance data must include data on all students, including those whose training was paid using WIOA funds and all other students in the training program regardless of how the training was paid.
- B. Data on all student in the training program includes:
 - b. Number Served;
 - c. Number Exited;

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- d. Number Completed;
- e. Numerator Employed in the 2nd Quarter After Exit;
- f. Denominator Employed in the 2nd Quarter After Exit;
- g. Numerator Employed in the 4th Quarter After Exit;
- h. Denominator Employed in the 4th Quarter After Exit;
- i. Numerator Who Attained Credential;
- j. Denominator Who Attained Credential;
- k. Median Earning in the 2nd Quarter After Exit;
- l. Average Earnings in the 2nd Quarter After Exit; and
- m. Average Earnings in the 4th Quarter After Exit.

C. Performance data on all students must be accurate and submitted on time.

D. The annual performance period date range entered in the date field in AJC system is the Program Year (July 1st to June 30th).

E. Each performance measure has a distinct cohort date range. Refer to table below for performance cohort date ranges for each performance measure. The performance cohort date range for each Program Year will commence immediately following the conclusion of the data range for the previous year's performance cohort date range for the specific measure.

For example, the cohort data range for each performance measure for PY24 are included in the chart below.

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Performance Measure	Program Year 2024 Performance Period		Performance Measure Description
	Begin	End	
Number Served	7/1/2024	6/30/2025	Total number of students enrolled in the program during the reporting period
Number Exited	4/1/2024	3/31/2025	Total number of students who completed, withdrew, or transferred from the program during the reporting period
Number Completed	4/1/2024	3/31/2025	Total number of students who successfully completed (did not withdraw or transfer) the program during the reporting period
Employed in the Second Quarter After Exit	7/1/2023	6/30/2024	For students who EXITED during the reporting period, report their employment status in their "2nd Quarter After Exit".
Median Earnings Second Quarter After Exit	7/1/2023	6/30/2024	For students who EXITED during the reporting period, report their median wages in their "2nd Quarter After Exit".
Average Earnings Second Quarter After Exit	7/1/2023	6/30/2024	For students who EXITED during the reporting period, report their average wages in their "2nd Quarter After Exit".
Employed in the Fourth Quarter After Exit	1/1/2023	12/31/2023	For students who EXITED during the reporting period, report their employment status in their "4th Quarter After Exit".
Median Earnings Fourth Quarter After Exit	1/1/2023	12/31/2023	For students who EXITED during the reporting period, report their median wages in their "4th Quarter After Exit".
Average Earnings Fourth Quarter After Exit	1/1/2023	12/31/2023	For students who EXITED during the reporting period, report their average wages in their "4th Quarter After Exit".
"Credential Attainment Rate" Metrics	1/1/2023	12/31/2023	Total number of students who successfully completed the program and attained a credential associated with the program within one year after completing the program. The Denominator is the total number of students who exited during the reporting period.

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- F. DES will provide ETPL Reporting technical assistance to all training providers at least annually.
- G. Annual performance data must be entered annually between July 1st and September 1st into the AJC system.
- H. Data entered by Training Providers is submitted to the Department of Labor and the results are posted on www.trainingproviderresults.gov for potential students to make informed consumer choices when choosing a training program.
- I. Data Requirements for Annual Reporting do not apply to Registered Apprenticeship Programs.
- J. Training providers listed on the ETPL must provide the information necessary to determine program performance and to meet requirements per WIOA. The training provider listed on the ETPL must agree to make their data available to validate the information submitted for reporting.
- K. For information on how to enter performance data into the AJC system, refer to the [ETPL User Guide](#).

815 REMOVAL OF TRAINING PROVIDERS AND PROGRAMS

.01 Reasons for removal from the ETPL

- A. Failure to meet performance requirements can result in punitive action including written warnings, suspension, or removal of a training provider program from the ETPL.
- B. Training Providers must be removed if:
 - 1. The training provider does not have any active training programs or pending programs for review.
 - 2. The training provider has not maintained licenses or insurance.

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3. The training provider violates WIOA, Federal and State regulations, Federal and State policies, and/or Federal and State Laws.
 4. The training provider makes false claims to participants and/or the State Board, and/or the PCWDB.
 5. In addition to performance, programs must be removed if they no longer prepare students to obtain an industry-recognized credential.
- C. Training Providers may be removed if no WIOA participant has used the provider from the last two years of their renewal date
- D. It is determined that the training provider has committed a substantial violation.

.02 Substantial Violation

- A. Training providers' eligibility will be terminated if the training provider is determined to have committed a substantial violation. A substantial violation is identified when at least one of these types of violations has occurred:
1. Fails to meet the State's procedure for timely and accurately submitting required information for annual ETP performance reporting.
 2. Fails to meet the State's procedure for timely and accurately submitting all required information for initial or continued eligibility.
 3. Violates any provision of WIOA Title I-B or its regulations, including the nondiscrimination and equal opportunity provisions.
 4. DES determines that the institution intentionally supplied inaccurate information within the state system of record (AJC).
 5. The institution, over a period of five years, has had three separate complaints filed against it under 29 CFR part 38 of the WIOA

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nondiscrimination and equal opportunity provisions that have resulted in final determinations identifying one or more violations.

6. The institution is found to have not complied with the corrective or remedial actions identified to end and/or redress the violation(s) stemming from a single complaint under 29 CFR part 38.
 7. There is an order against the institution under 29 CFR § 38.113 suspending, terminating, denying, or discontinuing WIOA Title I financial assistance to the institution.
- B. DES will consider exceptional circumstances beyond the institution's control (e.g., natural disasters, unexpected personnel transitions, and unexpected technology-related issues) when determining if an institution committed a substantial violation for failing to timely and accurately submit required information.
- C. If it is determined that an institution committed a substantial violation, the institution is prohibited from having its programs on the published ETPL for a minimum of two years and it is liable to repay any WIOA Title I-B Adult, Dislocated Worker, and Youth Program funds to the PCWDB received during the period of noncompliance, and the timeframe is subject to local area policy.
- D. If DES receives a WIOA participant complaint alleging these types of substantial violations, the complaint will be referred to the appropriate State or Federal investigative body for a determination. If the PCWDB receives the complaint, it must notify DES.

.03 Required Notifications of Removal from the ETPL

- A. The State ETPL Manager must notify the training provider when a provider application or a training program has been denied or removed from the statewide ETPL.
- B. The ARIZONA@WORK Pinal County ETPL Coordinator must notify the State ETPL Manager and the training provider when the PCWDB is recommending removal from the State ETPL.

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- C. Both the State ETPL Manager and the ARIZONA@WORK Pinal County ETPL Coordinator must communicate the decision to deny an application and/or the intent to deny eligibility or remove a provider or program to the other party before taking written action.

816 TRAINING SERVICES

ARIZONA@WORK Pinal County Adult, Dislocated Worker, and Youth Program policies can be found on the [Pinal County Plans, Policies, Regulations and Agreements webpage](#).

For a participant to be provided training services, they must be determined to be eligible for the ARIZONA@WORK Pinal County Adult, Dislocated Worker, or Youth Program, and eligible for training services. Training services are based on the availability of program funds.

817 LOCAL ETPL

ARIZONA@WORK Pinal County does not have a local ETPL. ARIZONA@WORK Pinal County Adult, Dislocated Worker, and Youth Program may pay for any training program listed on the statewide ETPL for eligible participants, as long as the related occupation is determined to be in-demand in Pinal County, or the participant is willing to commute or relocate to a local area where the occupation is in-demand.

This Policy does not preclude the ARIZONA@WORK Pinal County Adult, Dislocated Worker and Youth Programs providers from referring job seekers to programs listed on Arizona’s ETPL that were approved by other Local Workforce Development Boards.

818 MONITORING

DES and the PCWDB share responsibilities for monitoring training providers.

1. DES is responsible for monitoring training providers for accuracy for training provider information in the AJC system and compliance with training provider requirements in section IV of this policy.
2. DES must monitor a minimum of fifteen percent (15%) of the training providers within the State each year between July 1 and June 30.

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3. The ARIZONA@WORK Pinal County ETPL Coordinator must monitor a minimum of fifteen percent (15%) of the training providers' programs each year between July 1 and June 30.
4. The ARIZONA@WORK Pinal County ETPL Coordinator must monitor training programs for compliance with State and ARIZONA@WORK Pinal County 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.
5. For information on ARIZONA@WORK Pinal County monitoring of training providers, refer to the [ARIZONA@WORK Pinal County Monitoring and Data Validation Policy](#).

819 APPEALS

Training providers have a right to appeal any PCWDB or DES decision or action that has an adverse effect on the training provider's organization. Appeals regarding the eligibility of a training program for the ETPL must be filed with the PCWDB within 45 days. Appeals regarding the eligibility of a training provider must be filed with DES. All state-level appeals that are not resolved using the informal resolution process must be heard by the DES Office of Appeals. Information on how to file an appeal with PCWDB is included in the [ARIZONA@WORK Pinal County Complaints, Grievances and Appeals policy](#).

**Central Arizona College
Training Programs Recommended for Approval for the Arizona
Eligible Training Provider
December 19, 2024**

<p>Medical Front Office Assistant and Admin. Specialist (MedCerts)</p>	<p>Through the Medical Front Office Assistant and Administrative Specialist program, the job seeker will gain both medical receptionist training and billing and coding skills in only 21 weeks. The program consists of five courses to build a thorough education and set you up for success – Professionalism in Allied Health, Human Anatomy and Medical Terminology, Medical Office Procedures and Administration, Microsoft Office Basics, and Billing, Insurance and Coding.</p>
<p>Pharmacy Technician Specialist Certificate MedCerts</p>	<p>This 16-week online Pharmacy Technician certification program provides comprehensive training in the areas of Human Anatomy and Medical Terminology, and Pharmacy Technician Principles and Practices.</p> <p>The Pharmacy Technician Certification program is designed to equip the student with the knowledge required to take the Exam for the Certification of Pharmacy Technicians (ExCPT) through the National Healthcareer Association (NHA).</p> <p>* This is a Certification Preparation program and DOES NOT contain all required components of an ASHP-Accredited program, specifically the simulation/lab component and a required externship. Learn about our accredited RX-3000 program here.</p>
<p>Medical Assistant Certificate (MedCerts)</p>	<p>This robust online program includes four courses to complete your Certified Clinical Medical Assistant training: Human Anatomy and Medical Terminology, Professionalism in Allied Health, Clinical Medical Assisting, and Medical Office Procedures and Administration. These courses will offer the student the medical knowledge, front and back-office skills, and bedside manners to properly and effectively help patients.</p> <p>Upon completion of the Medical Assistant training, you are eligible for the Certified Clinical Medical Assistant (CCMA) and Certified Medical Administrative Assistant (CMAA) exams, issued by the National</p>

	Healthcareer Association (NHA). MedCerts covers the cost of all exams.
<p>Medical Billing Specialist Certificate (MedCerts)</p>	<p>Insurance and Billing, and Coding Essentials will immerse the student in the world of medical billing and prepare the student with the knowledge of diagnosis coding, procedure coding, reimbursement processes, and understanding insurance companies.</p> <p>After completion of the medical billing and coding online courses, the student will be prepared to take the Medical Coder & Biller Certification (MCBC) exam, authorized through the American Medical Certification Association (AMCA)*.</p>
<p>Medical Coding and Billing Professional (MedCerts)</p>	<p>Students begin in the H1-1011: Insurance and Billing, and Coding Essentials course by gaining a high-level understanding of ICD-10-CM, CPT, and HCPCS coding without the use of coding manuals, in preparation for the Medical Coder and Biller Certification (MCBC). This course is a building block and provides a foundation for progression to an advanced understanding of medical coding.</p> <p>Moving towards intermediate- and professional-level topics, the H1-1051: Medical Coding course provides comprehensive instruction related to reviewing documentation, abstracting details, and assigning medical codes for diagnoses, procedures, and professional services. Extensive focus and familiarity with use of ICD-10-CM, CPT, and HCPCS coding manuals and official coding guidelines will provide the tools needed to challenge the Certified Professional Coder as an apprentice (CPC-A) or Certified Coding Specialist-Physician (CCS-P) certification. Both certifications are considered "professional-level."</p> <p>The primary objective for this program is to give the student the tools needed to successfully pass the MCBC examination. Once MCBC-certified, students are eligible for the optional, but valuable, CPC or CCS-P certification, both of which are considered the gold standard for medical coding in physician office settings. Those who pass the CPC</p>

	<p>examination earn the credential CPC-A. When the CPC-A (apprentice) is ultimately combined with one (1) year of practical coding experience, the individual earns the full CPC designation. Medical Coders holding professional-level certifications are critical to compliant and profitable medical practices and typically earn 20% more than non-certified coders.</p>
<p>Clinical Medical Specialist (Medical Assistant and Pharmacy Technician) (MedCerts)</p>	<p>This Clinical Medical Specialist program contains a course specifically designed to prepare the student with the knowledge and skills necessary to perform blood draws, collect and handle blood and non-blood specimens, and maintain a safe clinical environment.</p> <p>Additionally, knowledge of front office skills like scheduling, verifying patient and insurance info will make you an asset in any healthcare environment, all skills the student learns in the Certified Medical Administrative Assistant (CMAA) course.</p> <p>Once the student completes this 32-week program, they have met the training requirements to sit for the Certified Clinical Medical Assistant (CCMA) exam and the Certified Medical Administrative Assistant (CMAA) exam, both of which are sponsored by the National Healthcareer Association (NHA). Additionally, the student has completed the training requirements relevant to the Certified Phlebotomy Technician (CPT) certification sponsored by the NHA. Prior to taking the CPT exam, the student be required to meet clinical requirements of 30 successful venipunctures and 10 successful capillary sticks. These can be completed once hired as a Medical Assistant.</p>
<p>Water Treatment Operator Training (Grade 1 and 2)</p>	<p>Operator Training specific to Water Treatment (Advanced), establishes standards and guidelines for the certification of drinking water and wastewater system and facility operators. Operators will obtain knowledge that is pertinent to their day-to-day operations as an Advanced Water Treatment Operator- Grades 1 & 2, but also to help pass the Operator Certification exam. This training is designed specifically for grades 1 & 2, and meets the ABC standards. The tuition fee for</p>

	<p>this course includes 1 test voucher for the ADEQ operator certification exam.</p>
<p>Water Treatment Operator Training (Grade 3 and 4)</p>	<p>Operator Training specific to Water Treatment (Advanced), establishes standards and guidelines for the certification of drinking water and wastewater system and facility operators. Operators will obtain knowledge that is pertinent to their day-to-day operations as an Advanced Water Treatment Operator-Grades 3 & 4, but also to help pass the Operator Certification exam. This training is designed specifically for grades 3 & 4 and meets the ABC standards. The tuition fee for this course includes 1 test voucher for your ADEQ operator certification exam.</p>
<p>Waste water Collection Operator Training (Grade 1 and 2)</p>	<p>Operator Training specific to Wastewater Collections, establishes standards and guidelines for the certification of drinking water and wastewater system and facility operators. Operators will obtain knowledge that is pertinent to their day-to-day operations as a Wastewater Collections Operator-Level 1 & 2, but also to help pass the Operator Certification exam. This training is designed specifically for grade levels 1 & 2, and meets the ABC standards. The tuition fee for this course includes 1 test voucher for the ADEQ operator certification exam.</p>
<p>Wastewater Collection Operator Training (Grade 3 and 4)</p>	<p>Operator Training specific to Wastewater Treatment (Advanced), establishes standards and guidelines for the certification of drinking water and wastewater system and facility operators. Operators will obtain knowledge that is pertinent to their day-to-day operations as an Advanced Wastewater Treatment Operator-Grades 3 & 4, but also to help pass the Operator Certification exam. This training is designed specifically for grades 3 & 4 and meets the ABC standards. The tuition fee for this course includes 1 test voucher for the ADEQ operator certification exam.</p>
<p>Water Distribution Operator Training (Grade 1 and 2)</p>	<p>Operator Training specific to Water Distribution, establishes standards for the certification of drinking water and wastewater system and facility operators. Operators will obtain knowledge that is pertinent to their day-to-day operations as a Water Distribution Operator-Level 1 & 2, but also to help pass the Operator Certification exam. This training is designed specifically for grade level 1 & 2</p>

	and meets the ABC standards. The tuition fee for this course includes 1 test voucher for the ADEQ operator certification exam.
Water Distribution Operator Training (Grade 3 and 4)	Operator Training specific to Wastewater Treatment (Advanced), establishes standards and guidelines for the certification of drinking water and wastewater system and facility operators. Operators will obtain knowledge that is pertinent to their day-to-day operations as an Advanced Wastewater Treatment Operator-Grades 3 & 4, but also to help pass the Operator Certification exam. This training is designed specifically for grades 3 & 4 and meets the ABC standards. The tuition fee for this course includes 1 test voucher for your ADEQ operator certification exam.



PINAL COUNTY

WIDE OPEN OPPORTUNITY

AGENDA ITEM

December 19, 2024 ADMINISTRATION BUILDING A
FLORENCE, ARIZONA

REQUESTED BY:

Funds #:

Dept. #:

Dept. Name: Workforce Department

Director: Joel Millman

BRIEF DESCRIPTION OF AGENDA ITEM AND REQUESTED BOARD ACTION:

Discussion/approval/disapproval of the Pinal County Workforce Development Board Budget Report

BRIEF DESCRIPTION OF THE FISCAL CONSIDERATIONS AND/OR EXPECTED FISCAL IMPACT OF THIS AGENDA ITEM:

BRIEF DESCRIPTION OF THE EXPECTED PERFORMANCE IMPACT OF THIS AGENDA ITEM:

MOTION:

History	Who	Approval
Time		

ATTACHMENTS:

Click to download
<input type="checkbox"/> Budget Report

PINAL COUNTY WORKFORCE DEVELOPMENT BOARD BUDGET

PY23 - awarded 7/1/23 to be spent by 6/30/25

\$2,588,720

Grant time lapse 66.6%

PROGRAM (Time Lapse 25%)	Budget	Expended	% Expended	Balance
YOUTH- CAC	\$559,368	\$160,238	29%	\$399,130
ADULT PROGRAM- Eckerd	\$625,303	\$354,421	57%	\$270,882
DISLOCATED WORKER- Eckerd	\$528,788	\$51,078	10%	\$477,710
ONE-TIME FUNDING- Eckerd (Adult Probation Initiative)	\$271,712	\$9,502	3%	\$262,210
TOTALS	\$1,985,171	\$575,239	29%	\$1,409,932

	Budget	Expended	% Expended	Balance
Board Operating Budget	\$603,549			
Personnel	\$388,565	\$116,592	30%	\$271,973
One-Stop Operator	\$129,290	\$34,488	27%	\$94,802
Office Operating Supplies- Cell./Postage/Data Circuit	\$5,105	\$1,824	36%	\$3,281.00
Travel	\$20,000	\$1,200	6%	\$18,800
Marketing	\$6,500	\$20	0%	\$6,480
Strategic Planning	\$6,000		0%	\$6,000
ONE-TIME FUNDING- (ATLAS)	\$15,000	\$13,000	87%	\$2,000
Subscriptions/ Memberships	\$15,716	\$530	3%	\$15,186
Unallocated	\$17,373	\$0	0%	\$17,373
	\$603,549	\$ 167,654	28%	\$435,895

TOTAL PCWDB Budget Allocation	\$2,588,720	\$742,893	29%	\$1,845,827
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Date of Report 12/05/2024
Expenditures through 10/31/2024

PINAL COUNTY WORKFORCE DEVELOPMENT BOARD BUDGET
PY24 - awarded 7/1/24 to be spent by 6/30/26
\$2,817,998
Grant time lapse 16.6%

PROGRAM (Time Lapse 16.6%)	Budget	Expended	% Expended	BALANCE
YOUTH- CAC	\$547,766	\$0	0%	\$547,766
ADULT- Eckerd	\$615,759	\$0	0%	\$615,759
DISLOCATED WORKER- Eckerd	\$617,322	\$0	0%	\$617,322
RAPID RESPONSE- Eckerd	\$50,000	\$3,346.00	7%	\$46,654
TOTAL Allocation	\$1,830,847	\$3,346.00	0%	\$1,827,501

	Budget	Expended	% Expended	BALANCE
Board Operating Budget	\$987,151	\$0	0%	\$987,151
Personnel	\$496,000	\$0	0%	\$496,000
One-Stop Operator	\$129,290	\$0	0%	\$129,290
Office Operating Supplies- Cell,/Postage/Data Circuit	TBD	\$0	0%	TBD
Travel	TBD	\$0	0%	TBD
Marketing	TBD	\$0	0%	TBD
Strategic Planning	TBD	\$0	0%	TBD
Subscriptions/ Memberships	TBD	\$0	0%	TBD
RAPID RESPONSE	\$340,080	\$0	0%	\$340,080
Allocated	\$965,370	\$0	0%	\$965,370
Unallocated	\$21,781	\$0	0%	\$21,781
	\$987,151		0%	\$987,151
TOTAL PCWDB Budget Allocation	\$2,817,998	\$3,346	0%	\$2,814,652

Date of Report 12/05/2024
Expenditures through 10/31/2024



PINAL COUNTY

WIDE OPEN OPPORTUNITY

AGENDA ITEM

December 19, 2024 ADMINISTRATION BUILDING A
FLORENCE, ARIZONA

REQUESTED BY:

Funds #:

Dept. #:

Dept. Name: Workforce Department

Director: Joel Millman

BRIEF DESCRIPTION OF AGENDA ITEM AND REQUESTED BOARD ACTION:

Discussion/approval/disapproval to allow PCWDB staff to forward Revision 2 of the ARIZONA@WORK Pinal County 2023-2025 Memorandum of Understanding/Infrastructure Funding Agreement (MOU/IFA) once all partner signatures are obtained. This revision was necessitated by the addition of new service providers for the Adult and Dislocated Worker Programs and Adult Education

BRIEF DESCRIPTION OF THE FISCAL CONSIDERATIONS AND/OR EXPECTED FISCAL IMPACT OF THIS AGENDA ITEM:

BRIEF DESCRIPTION OF THE EXPECTED PERFORMANCE IMPACT OF THIS AGENDA ITEM:

MOTION:

History		
Time	Who	Approval

ATTACHMENTS:

<p>Click to download</p> <p><input type="checkbox"/> 2023-2025 MOU/IFA Pinal County Rev 2</p>

**Memorandum of Understanding (MOU) and
Infrastructure Funding Agreement (IFA) Between:**

**Pinal County Workforce Development Board
and
Workforce Innovation Opportunity Act Partners (ARIZONA@WORK Pinal County)
July 1, 2023 – June 30, 2025
REVISION 2**

I. INTRODUCTION/PURPOSE OF THE MOU/IFA

The Workforce Innovation and Opportunity Act (“WIOA”) and associated Arizona State Policy set by the Workforce Arizona Council (“WAC”) requires the Pinal County Workforce Development Board (PCWDB) to develop, execute, and maintain a memorandum of understanding with all core and required workforce partners.

- A. The purpose of this Memorandum of Understanding (MOU) is to document the alignment, accessibility and quality of workforce development services made available to a partner shared customer pool – collectively operating as ARIZONA@WORK Pinal County.

Additionally this MOU will serve as the framework by which the partners will realize the goals of the ARIZONA@WORK Pinal County Workforce Development Plan while implementing the vision of the plan and that of the PCWDB.

- B. In relation to this MOU/Infrastructure Funding Agreement (“IFA”), the PCWDB will:
 - 1. Provide strategic and operational oversight in collaboration with the required and additional partners and workforce stakeholders to help develop a comprehensive and high-quality workforce development system in the local area and larger planning region;
 - 2. Assist in the achievement of the State’s strategic and operational vision and goals as outlined in the Unified State Plan or Combined State Plan; and
 - 3. Maximize and continue to improve the quality of services, customer satisfaction, and effectiveness of the services provided.
- C. Through the IFA, this MOU provides the shared funding arrangements entered into by the partners of the ARIZONA@WORK Pinal County delivery system. Through this MOU the partners have identified those costs related to the operation and maintenance of the ARIZONA@WORK Pinal County delivery system that are of mutual benefit and have identified mechanisms for the payment of such costs.

- D. Partner programs who are parties to this MOU will participate as members of the ARIZONA@WORK Pinal County Partner Program Operations Leadership Committee.
- E. Whereas the PCWDB and partners to this agreement serve both business and job seeker communities, it is agreed that “**Business is the primary customer and job seekers are our most valued resource**”;
- F. Mission/Vision/Value Statements of ARIZONA@WORK Pinal County partner programs:
 - Mission: Our purpose is to strengthen and grow the economy for Pinal County and its residents, by providing innovative workforce solutions that effectively meet the demands of today’s workforce needs, and the needs of tomorrow.
 - Vision: To be the leading provider of innovative, comprehensive, and value-added service to businesses and job seeker customers in Pinal County.
 - Values: Integrity, Accountability, Professionalism, Teamwork, Communication Empathy and Positive Messaging

II. BACKGROUND

The PCWDB and staff, in conjunction with ARIZONA@WORK Pinal County partners developed this MOU to ensure that the following principles of the WIOA of 2014 are implemented:

- A. **Universal Eligibility:** All job seeking customers, including those with barriers to employment, will have access to job seeker services at each job center or other service delivery access point, designed to provide information to make career and labor market decisions. Career services, training and support services will be made accessible and available to all job seeking customers.
- B. **One-Stop System Approach:** All job seeking customers may explore work preparation and career development services and have access to information on a range of employment, training and occupational education programs. Services will be made available through the designated job centers and virtually by ARIZONA@WORK Pinal County partner programs who are parties to this MOU.

The system values the business community by engaging employers across the workforce sectors to align its training with industry needed skills and by matching employers with qualified workers.

- C. **Individual Choice:** Job seeking customers will have access to a multitude of career, skill, employment and training information to obtain the services and skills they need to enhance their employment opportunities, based on their individual needs, building on the guidance and counseling provided by ARIZONA@WORK Pinal County partner's staff.
- D. **Regional Development:** The ARIZONA@WORK Pinal County workforce development system will support the economic development efforts of Pinal County, by focusing on developing a talent pipeline to support the region's in-demand industries and occupations while planning for future targeted growth areas.
- E. **Cost-Effectiveness:** All customers will have access to a system that minimizes costs, enhances the participation of employers and serve job seekers through the system without the duplication of services.

III. ROLE OF THE PINAL COUNTY WORKFORCE DEVELOPMENT BOARD

The PCWDB serves as a strategic convener to promote and broker effective relationships between the Chief Local Elected Officials (Pinal County Board of Supervisors) and economic, education, and workforce partners throughout Pinal County. The PCWDB is responsible for developing a strategy to continuously improve and strengthen the workforce development system through innovation in, and alignment and improvement of, employment, training, and education programs to promote economic growth.

The PCWDB shall work to develop a comprehensive and high-quality workforce development system by collaborating with its workforce, education, and economic development partners to improve and align employment, training, and education programs under WIOA.

As provided in WIOA Sec. 107(d), the PCWDB must:

- A. Develop and submit a four (4) 4-year local plan for the local workforce development area (ARIZONA@WORK Pinal County Workforce Development Plan ["local plan"]), in partnership with the Pinal County Board of Supervisors (PCBOS) and consistent with WIOA Sec.108.
- B. If Pinal County is part of a state-designated planning region that includes other local areas, develop and submit a regional plan in collaboration with other local areas.
- C. Conduct workforce research and regional labor market analysis to include:
 - 1. Analyses and regular updates of economic conditions, needed knowledge and skills, workforce, and workforce development (including education and training) activities to include an analysis of the strengths and weaknesses (including the capacity to provide) of such services to address the identified education and skill needs of the workforce and the employment needs of employers;

2. Assist the Governor in developing the statewide workforce and labor market information system under the Wagner-Peyser Act for the region; and
 3. Other research, data collection, and analysis related to the workforce needs of the regional economy as the PCWDB, after receiving input from a wide array of stakeholders, determines to be necessary to carry out its functions;
- D. Convene local workforce development system stakeholders to assist in the development of the local plan under 20 CFR § 679.550 and in identifying non-Federal expertise and resources to leverage support for workforce development activities. Such stakeholders may assist the PCWDB and standing committees in carrying out convening, brokering, and leveraging functions at the direction of the PCWDB.
- E. Lead efforts to engage with a diverse range of employers and other entities in the region in order to:
1. Promote business representation (particularly representatives with optimum policy-making or hiring authority from employers whose employment opportunities reflect existing and emerging employment opportunities in the region) on the PCWDB;
 2. Develop effective linkages (including the use of intermediaries) with employers in the region to support employer utilization of the local workforce development system and to support local workforce investment activities;
 3. Ensure that workforce investment activities meet the needs of employers and support economic growth in the region by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers; and
 4. Develop and implement proven or promising strategies for meeting the employment and skill needs of workers and employers (such as the establishment of industry and sector partnerships), that provide the skilled workforce needed by employers in the region, and that expand employment and career advancement opportunities for workforce development system participants in in-demand industry sectors and/or occupations.
- F. With representatives of secondary and postsecondary education programs, lead efforts to develop and implement career pathways within the local area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment.
- G. Lead efforts in Pinal County to identify and promote proven and promising strategies and initiatives for meeting the needs of employers, workers and job seekers, and identify and disseminate information on proven and promising practices carried out in other local areas for meeting such needs.

- H. Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, and workers and job seekers, by:
 - 1. Facilitating connections among the intake and case management information systems of the one-stop partner programs to support a comprehensive workforce development system in the local area;
 - 2. Facilitating access to services provided through the one-stop delivery system involved, including access in remote areas;
 - 3. Identifying strategies for better meeting the needs of individuals with barriers to employment, including strategies that augment traditional service delivery, and increase access to services and programs of the one-stop delivery system, such as improving digital literacy skills; and
 - 4. Leveraging resources and capacity within the local workforce development system, including resources and capacity for services for individuals with barriers to employment.

- I. In partnership with the Pinal County Board of Supervisors (PCBOS):
 - 1. Conduct oversight of youth workforce investment activities authorized under WIOA Sec. 129(c), adult and dislocated worker employment and training activities under WIOA Secs. 134(c) and (d), and the entire one-stop delivery system in the local area;
 - 2. Ensure the appropriate use and management of the funds provided under WIOA subtitle I-B for the youth, adult, and dislocated worker activities and one-stop delivery system in the local area; and
 - 3. Ensure the appropriate use management, and investment of funds to maximize performance outcomes under WIOA Sec. 116.

- J. Negotiate and reach agreement on local performance indicators with the PCBOS and the Governor.

- K. Negotiate with the PCBOS and required partners on the methods for funding the infrastructure costs of one-stop centers in the local area in accordance with 20 CFR §678.715 or must notify the Governor if they fail to reach agreement at the local level and will use a State infrastructure funding mechanism;

- L. Select the following providers in the local area, and where appropriate terminate such providers in accordance with 2 CFR part 200:
 - 1. Providers of youth workforce investment activities through competitive grants or contracts based on the recommendations of the youth standing committee (if such a committee is established); however, if the PCWDB determines there is an insufficient number of eligible training providers in Pinal County, the PCWDB may award contracts on a sole-source basis as per the provisions at WIOA sec. 123(b);

2. Providers of training services consistent with the criteria and information requirements established by the Governor and WIOA sec. 122;
 3. Providers of career services through the award of contracts, if the one-stop operator does not provide such services; and
 4. One-stop operators in accordance with 20 CFR §§ 678.600 through 678.635.
- M. In accordance with WIOA Sec. 107(d)(10)(E) work with the State to ensure there are sufficient numbers and types of providers of career services and training services serving Pinal County and providing the services in a manner that maximizes consumer choice, as well as providing opportunities that lead to competitive integrated employment for individuals with disabilities.
- N. Coordinate activities with education and training providers in the local area, including:
1. Reviewing applications to provide adult education and literacy activities under WIOA Title II for Pinal County to determine whether such applications are consistent with the ARIZONA@WORK Pinal County Workforce Development Plan;
 2. Making recommendations to the eligible agency to promote alignment with such plan; and
 3. Replicating and implementing cooperative agreements to enhance the provision of services to individuals with disabilities and other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.
- O. Develop a budget for the activities of the PCWDB, with approval of the PCBOS and consistent with the local plan and the duties of the PCWDB.
- P. Assess, on an annual basis, the physical and programmatic accessibility of all one-stop centers in the local area, in accordance with WIOA sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.*); and
- Q. Certify one-stop centers in accordance with 20 CFR § 678.800.
- R. No less than on a quarterly basis based on a calendar year, present to the PCBOS on activities conducted by the PCWDB and seek consensus on shared areas of responsibilities outlined in this agreement.

IV. REQUIRED PARTNERS OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT ONE STOP SYSTEM

- A. Section 121(b)(1)(B) of WIOA identifies the following entities as required partners in the local one-stop delivery system (**denotes WIOA “Core Programs”*)
1. Programs authorized under title I of WIOA, including:
 - a. Adults;
 - b. Dislocated workers;
 - c. Youth;
 - d. Job Corps;
 - e. YouthBuild;
 - f. Native American programs; and
 - g. Migrant and seasonal farmworker programs;
 2. Wagner-Peyser Act Employment Service program authorized under the Wagner-Peyser Act (29 U.S.C. 49 *et seq.*), as amended by WIOA title III;
 3. Adult Education and Family Literacy Act (AEFLA) program authorized under title II of WIOA;
 4. Vocational Rehabilitation (VR) program authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 *et seq.*), as amended by WIOA title IV;
 5. Senior Community Service Employment Program authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 *et seq.*);
 6. Career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 *et seq.*);
 7. Trade Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 *et seq.*);
 8. Jobs for Veterans State Grants programs authorized under chapter 41 of title 38, U.S.C.;
 9. Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 *et seq.*);
 10. Employment and training activities carried out by the Department of Housing and Urban Development;
 11. Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law);
 12. Programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532); and
 13. Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 *et seq.*), unless exempted by the Governor under § 678.405(b).

- B. The following required partners provide services in the ARIZONA@WORK Pinal County service delivery area and are parties to this MOU:**
1. Programs authorized under Title IB of WIOA,:
 - a. Adult Program
 - b. Dislocated Worker Program
 - c. Youth Program
 2. Migrant and Seasonal Farmworker Programs under Title I of WIOA;
 3. Wagner-Peyser Act Employment Service program authorized under the Wagner-Peyser Act (29 U.S.C. 49 *et seq.*), as amended by WIOA title III;
 4. Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law)
 5. Trade Adjustment Assistance activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 *et seq.*);
 6. Jobs for Veterans State Grants programs authorized under chapter 41 of Title 38, U.S.C.;
 7. Adult Education and Family Literacy Act (AEFLA) program authorized under Title II of WIOA;
 8. Vocational Rehabilitation (VR) program authorized under Title I of the Rehabilitation Act of 1973 (29 U.S.C.)720 *et seq.*), as amended by WIOA Title IV;
 9. Career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006;
 10. The Senior Community Service Employment Program authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 *et seq.*);
 11. Employment and training activities carried out by the Department of Housing and Urban Development (Resident Opportunity for Self Sufficiency (ROSS));
 12. Temporary Assistance for Needy Families (TANF) Programs authorized under part A of Title IV of the Social Security Act (42 U.S.C. 601 *et seq.*), subject to subparagraph (C). (WIOA Sec. 121(b)(1)(B)(xiii).)
(Jobs Program Only)
 13. Job Corps
- C. Other required or additional entities may become parties to this MOU as service delivery is established in the stated service delivery area or at the discretion of the PCWDB.**

- D. The TANF Jobs Program offers employment services by a contracted vendor (with the Arizona Department of Economic Security). **See *Infrastructure Funding Agreement***.
- E. The Senior Community Service Employment Program offers services by a contracted vendor (with the Arizona Department of Economic Security). **See *Infrastructure Funding Agreement***.
- F. The designated One Stop Operator for the ARIZONA@WORK Pinal County Workforce Development System is provided by a contracted vendor which reports to the PCWDB.

V. DURATION OF THIS MEMORANDUM OF UNDERSTANDING

The effective period shall be **July 1, 2023 - June 30, 2025**. The MOU may be revised during the effective period in accordance with Article VI below.

NOTE: *This Memorandum of Understanding, rescinds and supersedes Revision #1 to the MOU covering the period of January 1, 2021 – June 30, 2023.*

VI. RENEWAL OF THIS MEMORANDUM OF UNDERSTANDING (MOU)

This MOU will be reviewed annually or more often as agreed to by the ARIZONA@WORK Pinal County Partners and/or the PCWDB.

- A. If substantial service delivery system changes have occurred, this MOU will be reviewed and revised accordingly to ensure appropriate funding and delivery of services. Substantial changes include but not limited to:
 - 1. Changes to the signatory official of the Pinal County Board of Supervisors, PCWDB Chair or any of the ARIZONA@WORK Pinal County Partners;
 - 2. Changes to the status of participation of the partners to this agreement;
 - 3. Changes to the infrastructure funding and/or contribution by each partner;
 - 4. Changes to technological components of service delivery
- B. Any signatory or designee of this document may request in writing a modification or termination of this document. **Such requests must be submitted in writing to the Pinal County Workforce Development Board.**

VII. DESCRIPTION OF SERVICES

“The Pinal Way” is a set of guiding principles that were agreed upon by all ARIZONA@WORK Pinal County partners. ARIZONA@WORK Pinal County conducts all planning and service delivery using these principals. “The Pinal Way”, is based on the following principles:

1. WIOA is NOT a program – it is a law that includes all of the ARIZONA@WORK Pinal County partners
 2. Transformational focused as opposed to transactional
 3. Service focused as opposed to program focused
 4. Leveraging existing individual partner technology (short term) to determine what is needed long term
 5. Taking into account individual partner requirements – BUT with the focus on the customer experience
 6. A seamless service delivery system with similar in – person and virtual pathways to qualified assistance with minimal steps to point of service
 7. An ARIZONA@WORK Pinal County network of qualified partner staff - educated in the “Pinal Way”
- A. The Comprehensive Center (ARIZONA@WORK Pinal County Job Center) is located at the following address:
- 820 E. Cottonwood Lane, Building E
Casa Grande, Arizona 85122
- Additional partner service locations can be found in the Infrastructure Funding Agreement (IFA).*
- B. Partners who are a party to this MOU will provide applicable career services on-site, and via integrated technology, and an agreed upon referral process.
- C. Services offered by each partner program are outlined in the IFA Attachments E1 and E2 as well as detailed in the ARIZONA@WORK Pinal County Workforce Development Plan.
- D. A system-wide contact directory will be available at each ARIZONA@WORK Pinal County service delivery site. The directory will provide specific information about services provided by each partner along with eligibility information and contacts.
- E. In accordance with the WIOA, use of the ARIZONA@WORK Pinal County services will be universal and open to the public. Individuals may register in the statewide job matching system and may access additional services as determined by informal and formal work readiness assessments. Individuals are not required to

physically come to a job center in order to register in the statewide job matching system.

- F. Individual programs may require eligibility documentation for enrollment. Each program will provide to customers their respective eligibility requirements and services offered.
- G. All partners agree to explore co-enrollment opportunities for participants. The objective of co-enrollment is to broaden the service options for participants, leverage resources, supportive services, and employment placement support needs. Co-enrollment in multiple partner programs is encouraged. Co-enrollment should be to the benefit of the participant.
- H. All parties to this MOU agree to conduct business in Pinal County in compliance with the Workforce Arizona Council Branding policy and local marketing strategies approved by the PCWDB.
- I. All parties to this MOU agree to provide agreed upon data requested by the One Stop Operator and/or the PCWDB in order to contribute to the overall evaluation of the ARIZONA@WORK Pinal County system.
- J. Partner specific initiatives and operational changes that could affect local area partner programs, will be shared with all partners.
- K. After collaborative discussion between the PCWDB and ARIZONA@WORK Pinal County partners, all parties will support proposed initiatives.
- L. To ensure coordination and avoid duplication of effort and leverage resources, community engagement efforts amongst partners will be shared with the One Stop Operator to assist with system wide alignment of effort.

VIII. ROLE OF THE ONE STOP OPERATOR

The PCWDB selects the One Stop Operator through a competitive procurement process. The role of the ARIZONA@WORK Pinal County One Stop Operator is:

- A. Coordination, and implementation of the partner program service delivery system as described in the ARIZONA@WORK Pinal County Local Workforce Development Plan (local plan).

- B. Direct the flow and delivery of services in accordance with federal, state and local workforce system policies,
- C. Use a high level of innovation and creativity in designing and implementing a human-centric workflow system that will benefit ARIZONA@WORK Pinal County customers;
- D. Coordinate the service delivery of required and participating ARIZONA@WORK Pinal County partners and service providers. The One-Stop Operator ensures that all partners work under the ARIZONA@WORK Pinal County brand and represent one unified message to customers.
- E. Oversee the ARIZONA@WORK Pinal County service locations throughout the county. At a minimum, the One-Stop Operator will visit each of the service locations once a month or as determined by the PCWDB; and
- F. Act as the liaison between the ARIZONA@WORK Pinal County partners and the PCWDB.

IX. DESCRIPTION OF SERVICE DELIVERY MODEL

Service delivery will be consistent with the most current version of the ARIZONA@WORK Pinal County Workforce Development Plan and processes agreed upon by members of the ARIZONA@WORK Pinal County Partner Program Operations Leadership Committee and the PCWDB as applicable.

All Parties to this agreement shall comply with:

1. Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016);
2. Title VI of the Civil Rights Act of 1964 (Public Law 88-352);
3. Section 504 of the Rehabilitation Act of 1973, as amended;
4. The Americans with Disabilities Act of 1990 (Public Law 101-336);
5. The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor;
6. Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 188;
7. The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR part 99);

8. Older Americans Act, as amended, PL 109-365, Title V 20 CFR Part 641 Senior Community Service Employment Program Performance Accountability, Final Rule
 9. Health Insurance Portability and Accountability Act of 1996 Plain Writing Act of 2010;
 10. Confidentiality requirements governing the protection and use of personal information held by the Vocational Rehabilitation agency (34 CFR 361.38); The confidentiality requirements governing the use of confidential information held by the State Unemployment Insurance (UI) agency (20 CFR part 603); and
 11. All amendments to each and all requirements imposed by the regulations issued pursuant to these acts.
- A. The above provisions require, in part, that no persons in the United States shall, on the grounds of race, color, national origin, sex, sexual orientation, gender identity and/or expression, age, disability, political beliefs or religion be excluded from participation in, or denied, any aid, care, services or other benefits provided by federal and/or state funding, or otherwise be subjected to discrimination.
- B. Additionally, all Parties agree to the following:
1. The ARIZONA@WORK Pinal County service delivery sites will be functionally aligned across the participating partners. This partnership will be based upon a shared vision, mission and resources as noted in the Introduction of this document.
 2. Participate in Operational Leadership Committee meetings and planning sessions. The Operational Leadership Committee is to be comprised of local, supervisory level decision makers. The Committee will be led by the One Stop Operator.
 3. A *closed-loop referral system* designed and agreed upon by the ARIZONA@WORK Pinal County Partner Program Operations Leadership Committee will facilitate the alignment between the various functions across the partners.
NOTE: "Closed loop" is defined as the act of referring an individual to a partner and resulting that referral and documenting its outcome. This requires documented communication between the partners facilitating the referral.
 4. Collaborate and assist each other in the development of necessary service delivery protocols for the services outlined in IFA Attachments E1 and E2 and the ARIZONA@WORK Pinal County Workforce Development Plan.

5. Use standardized forms, wherever possible, agreed to by all partners (e.g. initial assessment, individual employment plan, individual training account authorizations, on-the-job training contracts, work experience agreements, etc.);
 6. Agree that the provisions contained herein are made subject to all applicable federal, state and local laws, implementing regulations, and guidelines imposed on all Parties relating to privacy rights of customers, maintenance of records, and other confidential information relating to customers, and
 7. Agree that all equipment and furniture purchased by any party for purposes described herein shall remain the property of the purchaser or agreed upon funding source after the termination of this agreement.
 8. Contribute to designated data collection tools in order to assist the PCWDB in measuring the effectiveness of the ARIZONA@WORK Pinal County service delivery system.
- C. All partners are expected to adhere to established standards for providing services in ARIZONA@WORK Pinal County service delivery locations. These standards include, but are not limited to:
1. Statutory compliance with all federal, state, and local laws and policies including those established by the PCWDB so far as they are not in conflict with the specific application of any law and regulation governing the partner program;
 2. Work collaboratively under the facilitation of the designated One-Stop Operator;
 3. Create a customer-friendly, seamless service delivery system;
 4. All partner staff are expected to practice a code of conduct which includes:
 - a. Presenting a professional appearance and always acting in a professional manner with each other and customers;
 - b. Maintaining model work habits, e.g., practicing common courtesy, maintaining a neat workspace, being punctual, appreciating diversity, exceeding customer expectations;
 - c. Compliance with a practice of established professional and ethical standards;
 - d. Maintaining adequate levels of staffing (**the Directory maintained by the One Stop Operator will be used for this purpose**) during all hours of operation including non-traditional hours; and
 - e. Shared responsibility for compliance with established security and emergency guidelines.
 5. Each partner is responsible for the provision of their unique services associated with the workforce delivery system and determining eligibility for their programs.

6. All partners will maintain operational control and responsibility for their staff assigned to the program activities provided under this MOU.
7. Ensure all staff providing services as described in the local plan and this MOU are knowledgeable of their respective partner's programs to enable the provision of services within the agreed upon ARIZONA@WORK Pinal County integrated service delivery structure.

X. REFERRALS BETWEEN PARTNERS

- A. Under the guidance of the One Stop Operator, ARIZONA@WORK Pinal County partners agree to provide an integrated and seamless delivery of services to workers, job seekers, and employers. In order to facilitate such a system, Partners agree to collaborate with each other to strengthen the referral system, provide referrals to customers and seek opportunities to co-enroll those individuals who are eligible for supplemental and complementary services and benefits under partner programs and/or other community resources.
- B. Partners are expected to follow agreed upon referral standards of work which shall include supporting a closed loop referral system including providing documentation, assessments, or other relevant information that will be sent with the referral once a release of information is signed by the customer being referred.

In addition, all partners agree to:

1. Develop materials summarizing their program requirements including, basic eligibility and participation requirements as well as available services and benefits offered making them available for Partners and customers;
 2. Develop and utilize common initial screening tool(s) in order to refer to other partners as appropriate;
 3. Evaluate on a quarterly basis using metrics agreed to by partners to this agreement in order to improve the referral process, including the use of customer satisfaction surveys and leveraging technology;
 4. Commit to robust and ongoing communication required for an effective referral process, and
 5. Commit to actively follow up on the results of referrals and assuring that Partner resources are being leveraged at an optimal level.
- C. Referral processes used between partner programs will be reviewed and modified as agreed by the ARIZONA@WORK Pinal County Partner Program Operations Leadership Committee.

XI. BUSINESS SERVICES

Business Services are defined as those services outlined in 20 CFR § 678.435 *“What are the business services provided through the one-stop delivery system, and how are they provided?”*

Business Services is a data driven element of the ARIZONA@WORK Pinal County system. The Business Service team will be committed to collecting relevant data in order to assist ARIZONA@WORK Pinal County to assess the effectiveness in serving the business community.

ARIZONA@WORK Pinal County partners to this MOU agree that:

The business community is the primary customer of the ARIZONA@WORK Pinal County business engagement system.

1. All Business Services will be conducted under the ARIZONA@WORK Pinal County brand.
 2. Business Services will be conducted in partnership with the Pinal County Economic and Workforce Development Department, PCWDB staff and ARIZONA@WORK Pinal County partners to ensure alignment of focus and to leverage resources.
 3. Regardless of partner affiliation, a staff member whose primary function is facilitation of services to employers will be considered a Business Service Consultant and conduct business in accordance to the ARIZONA@WORK Pinal County Workforce Development Plan and ARIZONA@WORK Pinal County Business Services policy.
 4. The approach to business engagement will be based upon a transformational approach – one that is strategically focused and aligned with the targeted and in-demand industries in Pinal County. It will be visionary, proactive and strategic; holistic in view; embraces uncertainty, risk and new approaches.
 5. Focusing solely on individual program goals (e.g. placements) can be detrimental to the goals of the larger business engagement and service offering effort.
- A. Business Service delivery will be consistent with the most current version of the ARIZONA@WORK Pinal County Workforce Development Plan in partnership with PCWDB staff. Processes will be agreed upon by members of the ARIZONA@WORK Pinal County Partner Program Operations Leadership Committee and the PCWDB.
- B. In addition to the guiding principles within the ARIZONA@WORK Pinal County Workforce Development Plan, partners agree to:
1. Share business engagement activities with the PCWDB and its staff for tracking and analysis via a method to be determined;
 2. Avoid duplication of outreach. Outreach efforts will be aligned with the ARIZONA@WORK Pinal County Workforce Development Plan;

3. Ensure all staff are focused on sector strategies;
4. Leverage program caseloads to support the labor exchange effort (e.g., job orders, hiring events and job fairs). Partners will develop a feedback mechanism to provide to the Business Service Consultant for job ready/referred participants; and
5. Ensure Business Service Consultants contact all partners in support of scheduled events.

C. **Specialized Recruitments and Job Fairs**

1. **Specialized recruitments** are those that require dedicated focus of multiple partners within ARIZONA@WORK Pinal County's workforce development system and shall be designated as such by the PCWDB in consultation with its staff. Some examples that may be considered specialized recruitments are:
 - i. A business within an in-demand industry is looking to hire 25 or more employees
 - ii. A new business within an in-demand industry is recruiting its initial workforce
 - iii. The PCWDB designates the business looking to hire as high profile based on its economic impact to the County
2. Job Fairs are those hiring events where multiple employers are participating in an event at the same location on the same day.
3. For specialized recruitments and job fairs, a PCWDB staff member will coordinate internal and external resources which may include the integration of partner program functions and the associated program staff as required.
4. ARIZONA@WORK Pinal County partners agree to participate in specialized recruitments as requested by the PCWDB. The One Stop Operator will facilitate the coordination of partners.
5. The PCWDB staff, in coordination with the lead Business Service Consultant will facilitate the development and maintenance of a standard work document to be agreed upon by all partners for the purpose of planning, implementing, evaluating and adjusting the coordination of specialized recruitment and job fair efforts to ensure the business customer needs are met.
6. Each specialized recruitment and job fair will include a method to ensure tracking of the following *but not limited to*:
 - a. Number of employers participating in the event
 - b. Job orders listed in the Arizona Job Connection offered through the event
 - c. Number of job seekers attending the event
 - d. The number of attendees who were assisted in obtaining employment.

XII. CROSS TRAINING

- A. Partners will encourage, accommodate staff and/or provide training and cross-training, as deemed appropriate, to ensure that all partner staff are informed with all programs represented within the ARIZONA@WORK Pinal County workforce system in order to integrate services, reduce duplication, and improve overall service delivery.
- B. The ARIZONA@WORK Pinal County Partner Program Operations Leadership Committee will coordinate a training calendar and will work with partners to schedule trainings.
- C. Utilize the partner developed core staff competencies to cross train staff in system service delivery.

XIII. VETERANS PREFERENCE

All U.S. Department of Labor funded employment and training programs will employ a veteran priority process to ensure maximum employment and training opportunities to veterans and other eligible persons within each targeted group as established by applicable federal law and state and federal policy in the service area.

XIV. SUPERVISION

- A. Each partner agency will be responsible for supervising its own staff.
- B. The One Stop Operator will be responsible for the coordination and facilitation of services with partner agencies to ensure service delivery sites have coverage as outlined in a shared staffing plan and Service Matrix.

XV. DATA SHARING

- A. Partners agree to support state level development of a high-quality, integrated data system that will inform decisions made by policymakers, employers, and job seekers. Additionally, partners agree it is vital to develop and maintain an integrated case management system, as appropriate, that informs customer service throughout a customer's interaction with the integrated system and allows information collected from customers at intake to be captured once.
- B. Partners further agree that the collection, use, and disclosure of customers' personally identifiable information (PII) is subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this

MOU, by itself, does not function to satisfy all of these requirements and Partners agree that they are responsible for compliance with all federal and state privacy laws.

- C. All data, including customer PII, collected, used, and disclosed by Partners will be subject to the following:
 - 1. Customer PII will be properly secured in accordance with PCWDB policies and procedures regarding the safeguarding of PII.
 - 2. The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy laws.
 - 3. All confidential data contained in Unemployment Insurance (UI) wage records must be protected in accordance with the requirements set forth in 20 CFR part 603.
 - 4. All personal information contained in Vocational Rehabilitation records must be protected in accordance with the requirements set forth in 34 CFR 361.38.
 - 5. Customer data may be shared with other programs, for those programs' purposes, within the ARIZONA@WORK network only after the informed written consent of the individual has been obtained, where required.
 - 6. Customer data will be kept confidential, consistent with Federal and State privacy laws and regulations.
 - 7. All data exchange activity will be conducted in machine readable format, such as HTML or PDF, for example, and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)).

- D. All partner staff will be trained in the protection, use, and disclosure requirements governing PII and any other confidential data for all applicable programs, including FERPA-protected education records, confidential information in UI records, and personal information in VR records.

- E. Partners agree to support a locally developed data tracking system that will be based on data points that are representative of all ARIZONA@WORK Pinal County partners. This data will allow the PCWDB and all partners to summarize aggregate outcomes of the collective effort in serving job seekers and employers in Pinal County.

XVI. CONFIDENTIALITY

- A. All Parties expressly agree to abide by all applicable Federal, State, and local laws and regulations regarding confidential information, including PII from educational records, such as but not limited to 20 CFR Part 603, 45 CFR Section 205.50, 20 USC 1232g and 34 CFR part 99, and 34 CFR 361.38, as well as any applicable

State and local laws and regulations. In addition, in carrying out their respective responsibilities, each partner shall respect and abide by the confidentiality policies and legal requirements of all of the other partners.

- B. Each partner will ensure that the collection and use of any information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law.
- C. Each partner will ensure that access to software systems and files under its control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each partner expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals.
- D. To the extent that confidential, private, or otherwise protected information needs to be shared amongst the Parties for the Parties' performance of their obligations under this MOU, and to the extent that such sharing is permitted by applicable law, the appropriate data sharing agreements will be created and required confidentiality and ethical certifications will be signed by authorized individuals.
- E. With respect to confidential UI information, any such data sharing must comply with all of the requirements in 20 CFR Part 603, including but not limited to requirements for an agreement consistent with 20 CFR 603.10, payments of costs, and permissible disclosures.
- F. With respect to the use and disclosure of FERPA-protected customer education records and the PII contained therein, any such data sharing agreement must comply with all of the requirements set forth in 20 U.S.C. § 1232g and 34 CFR Part 99.
- G. With respect to the use and disclosure of personal information contained in Vocational Rehabilitation records, any such data sharing agreement must comply with all of the requirements set forth in 34 CFR 361.38.

XVII. NON-DISCRIMINATION AND EQUAL OPPORTUNITY

- A. All Parties to this MOU certify that they prohibit, and will continue to prohibit, discrimination, and they certify that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of:

1. Political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national origin;
 2. Sex or age, except when age or sex constitutes a bona fide occupational qualification; or
 3. The physical or mental disability of a qualified individual with a disability.
- B. The Parties specifically agree that they will comply with:
1. Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule;
 2. The Americans with Disabilities Act (42 U.S.C. 12101 et seq.);
 3. The Non-traditional Employment for Women Act of 1991, titles VI and VII of the Civil Rights of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended;
 4. The Age Discrimination Act of 1967, as amended;
 5. Title IX of the Education Amendments of 1972, as amended;
 6. All applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37 and 38.
- C. Partners agree to abide by an agreed upon Complaint System whereby customers may file complaints related to alleged discriminatory and non-discriminatory practices by any of the partners to this MOU in accordance with Section XXI of this MOU.
- D. The availability to file such complaints shall be clearly posted in all ARIZONA@WORK Pinal County services delivery sites listed in the IFA.

XVIII. ACCESSIBILITY

Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as in virtual spaces.

A. Programmatic Accessibility

1. All Partners agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.
2. Partners must assure that they have policies and procedures in place to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law.

3. Partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues.
4. All partners will cooperate with compliance monitoring that is conducted to ensure that all programs, services, technology, and materials are physically and programmatically accessible and available to all.
5. Partner staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level.
6. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs (e.g., JAWS and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the ARIZONA@WORK Pinal County network.

B. Physical Accessibility

1. ARIZONA@WORK Pinal County service delivery locations will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design.
2. Services will be available in a convenient, densely populated, and accessible location, taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an “equal and meaningful” manner providing access for individuals with disabilities.

C. Virtual Accessibility

1. The PCWDB will ensure that job seekers and businesses have equal access to information online as they do in a physical facility. Information will be clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services code.
2. Partners will comply with the Plain Writing Act of 2010; the law that requires that federal agencies use "clear Government communication that the public can understand and use" and all information kept virtually will be updated regularly to ensure dissemination of correct information.
3. Partners may have their own web presence via a website and/or the use of social media, and coordinate with PCWDB staff to post content on the ARIZONA@WORK Pinal County website.

4. Each partner will include a link to ARIZONA@WORK Pinal County website and a link to each partner's site will be included in the ARIZONA@WORK Pinal County website.

D. Communication Accessibility

1. Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities.
2. All Partners agree that they will provide accommodations for individuals who have communication barriers including but not limited to individuals with limited English proficiency, those who are Deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments.

XIX. PERFORMANCE ACCOUNTABILITY

- A. To assure that services are responsive to the needs of the community, the One Stop operator will facilitate the development, dissemination and summary of a survey of customers to obtain feedback on customer satisfaction.
- B. All partners will participate in the ongoing development and improvement of the ARIZONA@WORK Pinal County service delivery procedures, policies and operational management through the PCWDB.
- C. All partners will be part of a process that will continuously review the needs of the workforce and business community and refine the services of the ARIZONA@WORK Pinal County service delivery sites based upon those needs.
- D. All partners agree to meet quarterly at a minimum to exchange information about performance goals and the attainment of such goals. Partners will develop strategies to assist each other in meeting the respective performance goals.

XX. PARTNER DISPUTE RESOLUTION PROCESS

In instances of service delivery or other instances where consensus cannot be reached amongst partners of ARIZONA@WORK Pinal County workforce system, those partners who are parties to the dispute and have signed this MOU, shall submit to the following dispute resolution process:

- A. If the partners are unable to resolve a dispute to the satisfaction of the members who are parties to the dispute, the complaint shall be submitted **in writing** to the PCWDB's Executive Committee or designated PCWDB staff within 30 days of the initial dispute.

- B. The PCWDB Executive Committee shall evaluate the merits of the dispute and direct PCWDB staff to forward the dispute to the administrative lead of the each disputing partner for resolution.
- C. Any disputes of alleged discrimination between two partners or a partner and the One Stop Operator, will be forwarded to each partner or One Stop Operator for them to pursue any legal recourse via their own company/agency policy.

XXI. ADDRESSING CUSTOMER COMPLAINTS

- A. Any partner staff can receive a customer complaint.
- B. All partners agree to address complaints that are received by following the policy and associated procedures outlined in Chapter 700 of the ARIZONA@WORK Pinal County Policy Manual.

XXII. MONITORING

The PCWDB, or its designated staff, officials from the State and Local administrative entities, the U.S. Departments of Labor, Education, and Health and Human Services have the authority to conduct fiscal and programmatic monitoring to ensure that:

- A. Federal awards are used for authorized purposes in compliance with law, regulations, and State policies;
- B. Those laws, regulations, and policies are enforced properly;
- C. Performance data are recorded, tracked, and reviewed for quality to ensure accuracy and completeness;
- D. Outcomes are assessed and analyzed periodically to ensure that performance goals are met;
- E. Appropriate procedures and internal controls are maintained, and record retention policies are followed; and
- F. All MOU terms and conditions are fulfilled.
- G. ARIZONA@WORK Pinal County Partners will notify the PCWDB of program monitoring that is being conducted in Pinal County by their respective programs. Results of partner formal monitoring will be shared with the PCWDB. Coordination

with the PCWDB or designee and other partners will occur if corrective action(s) require PCWDB or ARIZONA@WORK Pinal County partner direct involvement.

XXIII. SEVERABILITY CLAUSE

If any part of this MOU is found to be null and void, or is otherwise stricken, the rest of this MOU shall remain in full force and effect.

XXIV. INDEMNIFICATION

- A. Each party hereby agrees to indemnify, defend and hold harmless all other parties identified in Section I above of this MOU from and against all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU.
- B. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

XXV. OBLIGATIONS REGARDING ALLOCATED SPACE, ALTERATIONS AND SEPARATE EXPENSES

- A. Tenants/Partners in locations identified in the IFA shall at all times use and occupy the allocated space solely for the purposes of job training and employment services. Tenants shall not use the allocated space for any other purpose.
- B. Tenants shall comply with all laws, rules, regulations and procedures applicable to or affecting the allocated space. Tenants shall not place, deposit, store, release, maintain, or allow on the allocated space any hazardous substance, toxic material or pollutant as defined by applicable law or regulations.

XXVI. INFRASTRUCTURE FUNDING AGREEMENT (IFA)

NOTE: Attachment A represents the Infrastructure Funding Agreement

The IFA serves as the financial plan to which the one-stop partners, PCBOS, and the PCWDB, have agreed to achieve their goals of delivering services in Pinal County.

- A. All co-located partners will share an equitable and proportionate responsibility for the costs of the operational expenses of the ARIZONA@WORK Pinal County Job Center (comprehensive center) and other shared service delivery sites.

- B. Partners agree to cost sharing based on direct square footage used for each respective partner with dedicated space in the Job Center and a corresponding share of the common area costs. The IFA outlines, based on square footage, the estimated lease amounts for the co-located partners at shared service delivery sites.
- C. It is understood that lease amounts may vary based on monthly utility costs and other charges agreed to by the co-located partners.
- D. An ARIZONA@WORK Pinal County partner may appeal to the PCWDB regarding infrastructure costs which results in a change to the partner's infrastructure cost contributions. The IFA must be updated to reflect the final one-stop partner infrastructure cost contributions.
- E. Co-located partners shall not make independent changes to service delivery, provision of supplies, or reassignment of staff work space without consultation with other co-located partners and the One-Stop Operator. Such changes must be agreed upon by all partners, including associated costs.

Pinal County Workforce Development Board staff must be notified of such changes **within 60 days** of such proposed changes to allow for evaluation of the impact to the overall ARIZONA@WORK Pinal County service delivery system and to revise the IFA to reflect such changes .

- F. Partners that do not have dedicated space in shared service delivery sites will negotiate with other partner programs in the service delivery area to determine an appropriate financial or in-kind arrangement for cost sharing. The current cost sharing spreadsheet is attached to this document.
- G. The IFA will be reviewed by the IFA signatories not less than once per calendar quarter to ensure costs are fairly evaluated and that each partner program is not required to contribute more than a proportionate share in accordance with the Uniform Guidance at 2 CRF part 200.
- H. Any necessary amendments to the IFA shall be in writing and approved by all partner IFA representatives and the PCWDB.
- I. Co-located partners agree to provide the equipment and supplies (e.g., paper, toner, etc.) for their own staff in order to carry out their respective program.
- J. All partners will submit updated budget (Attachment E-2 in the IFA) annually to ensure the IFA is reflective of the most recent funding levels for ARIZONA@WORK Pinal County basic and career services.

ARIZONA@WORK Pinal County Infrastructure Funding Agreement
July 2023 – June 2025

Infrastructure Funding Agreement (IFA):

➤ **Local Workforce Development Area: ARIZONA@WORK Pinal County**

1. The period of time this agreement is effective: July 1, 2023 to June 30, 2025

REVISION 1: August 2023

1. Revised One Stop Operator name
2. Cost allocation for five TRANSFR Headsets (Partners Impacted: Wagner-Peyser/Employment Service/Vocational Rehabilitation/Adult-Dislocated Worker Programs/Youth Program/Adult Education-CAC)
3. Addition of Job Corp as an ARIZONA@WORK Pinal County partner
4. Reallocation of space at the ARIZONA@WORK Pinal County Business and Career Center in Casa Grande.

REVISION 2: October 2024

1. Replaced references to Eckerd Connects with Eckerd Connects (for Adult/Dislocated Worker Programs)
2. Modifies cost sharing for TRANSFR Headsets
3. Adds Central Arizona College Adult Education provision of TABE testing for WIOA Title IB programs
4. Adds East Valley Institute of Technology as a new provider of Adult Education services (WIOA Title II)

2. Identification of all ARIZONA@WORK Job Center partners, Chief Executive Official(s), and the Local Workforce Development Board (LWDB) participating in the IFA (See Attachment A)

References:

- WIOA (Public Law 113-128) Section 121
- Title 2 Code of Federal Regulations (CFR) Part 200: “Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards” (Uniform Guidance)
- WIOA Joint Final Rules:
 - Subpart B—One-Stop Partners and the Responsibilities of Partners
 - Subpart C—Memorandum of Understanding for the One-Stop Delivery System
 - Subpart E—One-Stop Operating Costs
- Training and Employment Guidance Letter WIOA No. 17-16
- Workforce Arizona Council: Job Center Service Delivery System (03-2016)
- Workforce Arizona Council: Job Center MOU and Infrastructure Cost (05-2016)
- ARIZONA@WORK: WIOA Joint Operational Guidance 2016-1 “Framework for One-Stop System Memorandum of Understanding”)
- ARIZONA@WORK Joint Operational Informational Broadcast PB 17-004 (Memorandum of Understanding and Infrastructure Funding Agreement)

ARIZONA@WORK Pinal County Infrastructure Funding Agreement
July 2023 – June 2025

Parties to this Agreement:

In accordance with the Workforce Innovation and Opportunity Act (WIOA – Public Law 113-128, Sec. 121) the U.S. Department of Labor, in coordination with U.S. Department of Education, has established the one-stop centers, with American Job Centers (AJCs) as a unifying name and brand that identifies the online and in-person workforce development services as part of a single network (20 CFR 678.900, 34 CFR 361.900, and 34 CFR 463.900).

Under WIOA and its implementing regulations, consistent with the Title 2 Code of Federal Regulations (CFR) Part 200: “Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards” (Uniform Guidance), funding provided by the one-stop partners to cover the operating costs, including infrastructure costs, of the one-stop delivery system must be based on the partner program’s proportionate use of the system and relative benefit received (WIOA sec. 121(h)(1)(B)(i) and 121(h)(2)(C)(i), 20 CFR 678.700 through 678.760, 34 CFR 361.700 through 361.760, and 34 CFR 463.700 through 463.760).

The IFA serves as the financial plan to which the one-stop partners, chief elected officials (Pinal County Board of Supervisors), and the Pinal County Workforce Development Board (PCWDB) have agreed in the Memorandum of Understanding (MOU) that will be used to achieve their goals of delivering services in Pinal County. The MOU must contain, among other things, provisions describing how the costs of services provided by the one-stop system and how the operating costs of such system will be funded, including the infrastructure costs for the one-stop system (WIOA sec. 121(c)(2)(A) and 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b)).

This IFA is an agreement between the PCWDB and all program partners listed in Section IV (B) of the ARIZONA@WORK Pinal County MOU are parties to this agreement. **See Attachment A of the IFA.**

A. Parties to this agreement are categorized as the following:

1. **Co-Located:** Partner programs that provide services at the ARIZONA@WORK Pinal County job center located at the following location(s)
 - 820 E. Cottonwood Lane, Building E, Casa Grande, Arizona 85122
- A. Programs authorized under Title I of WIOA:
 - i. Adult Program
 - ii. Dislocated Worker Program
- B. The Wagner-Peyser Act Employment Service program authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by WIOA title III;
- C. The Vocational Rehabilitation (VR) program authorized under Title I of the Rehabilitation Act of 1973 (29 U.S.C.)720 et seq.), as amended by WIOA Title IV;
- D. Jobs for Veterans State Grants programs authorized under chapter 41 of Title 38, U.S.C. (DVOP – itinerant);
- E. Temporary Assistance for Needy Families (Jobs Program Only)

ARIZONA@WORK Pinal County Infrastructure Funding Agreement
July 2023 – June 2025

2. **Non Co-located:** Partner programs that provide services in Pinal County but are not co-located at the ARIZONA@WORK Pinal County job center listed above:
- A. Programs authorized under Title I of WIOA: Youth Program
 - B. The Adult Education and Family Literacy Act (AEFLA) program authorized under Title II of WIOA;
 - C. The Adult Education and Family Literacy Act (AEFLA) program authorized under Title II of WIOA/Arizona Department of Corrections;
 - D. Career and Technical Education programs at the postsecondary level (CTE) under Perkins Career and Technical Education Act
 - E. The Senior Community Service Employment Program authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.);
 - F. Trade Adjustment Assistance activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.);
 - G. Migrant and Seasonal Farmworker Programs under Title I of WIOA;
 - H. Employment and training activities carried out by the Department of Housing and Urban Development; (WIOA Sec. 121(b)(1)(B)(x));
 - I. Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law); (WIOA Sec. 121(b)(1)(B)(xi).)
 - J. TANF Programs authorized under part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.), subject to subparagraph (C). (WIOA Sec. 121(b)(1)(B)(xiii).) – *Jobs Program Only*

3. **Regulatory Requirements for Cost-Sharing:**

Infrastructure Costs:

Each required partner must use a portion of funds made available to the partner’s program, to the extent consistent with the Federal law authorizing the partner’s program and with Federal cost principles in 2 CFR parts 200 and 2900 (requiring, among other things, that costs are allowable, reasonable, necessary, and allocable), to:

- (1) Provide applicable career services; and
- (2) Work collaboratively with the State and Local WDBs to establish and maintain the one-stop delivery system. **This includes jointly funding the one-stop infrastructure through partner contributions that are based upon:**
 - (i) A reasonable cost allocation methodology by which infrastructure costs are charged to each partner based on proportionate use and relative benefit received;
 - (ii) Federal cost principles; and
 - (iii) Any local administrative cost requirements in the Federal law authorizing the partner’s program.

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Additional Costs:

- (1). Must Include Applicable Career Services
- (2). May Include Shared Operating Costs and Shared Services
 - (i) In addition to jointly funding infrastructure costs, one-stop partners listed in 20 CFR 678.400 through 678.410 must use a portion of funds made available under their programs' authorizing Federal law (or fairly evaluated in-kind contributions) to pay the additional costs relating to the operation of the one-stop delivery system. These other costs must include applicable career services and may include other costs, including shared services.
 - (ii) For the purposes of paragraph (a) of this section, shared services' costs may include the costs of shared services that are authorized for and may be commonly provided through the one-stop partner programs to any individual, such as initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services to meet such needs, referrals to other one-stop partners, and business services. Shared operating costs may also include shared costs of the Pinal County Workforce Development Board functions.

4. Reaching consensus and/or an assurance that the Local Workforce Development Area followed guidance for the state infrastructure funding mechanism

Key stakeholders participated in joint discussions amongst ARIZONA@WORK Pinal County partner programs in the development of this agreement. These sessions were conducted and facilitated by staff of the PCWDB in order to reach consensus and ensure alignment with the tenets of the MOU and the ARIZONA@WORK Pinal County Workforce Development Plan.

5. The process ARIZONA@WORK Job Center partners will use to resolve issues related to infrastructure funding during the MOU duration period when consensus cannot be reached.

Partners will meet to seek resolution. The issue escalation process outlined in the PCWDB's By-Laws will be the basis for the issue escalation process. Where resolution cannot be reached, the PCWDB will seek technical assistance from the State.

5. Periodic modification and review process to ensure equitable benefit among ARIZONA@WORK Job Center partners.

This Agreement will be reviewed no less than on a quarterly basis by all partners including the PCWDB Finance Manager (Fiscal Agent) as described in the MOU. Any necessary amendments to the IFA shall be in writing and approved by the ARIZONA@WORK Pinal County partners (signatories to the MOU) and the PCWDB.

6. ARIZONA@WORK partner program contributions must be reviewed and reconciled against actual costs on an agreed upon cadence which is at least annually to ensure that each partner program is paying its fair share per the federal cost principles.

All partners to this agreement agree to provide requested information regarding program financial contributions to be reviewed no less than annually by all partners, including the PCWDB Finance Manager (Fiscal Agent), to ensure fair and equitable financial contribution by all partners to the ARIZONA@WORK Pinal County service delivery system.

ARIZONA@WORK Pinal County Infrastructure Funding Agreement
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IFA Attachments

- A. *ARIZONA@WORK Job Center Partners, Chief Elected Official(s), and the LWDB Participating in the IFA*
- B. *ARIZONA@WORK Operating Budget: Infrastructure Costs*
- C. *Signatures of Co-located ARIZONA@WORK Job Center Partners Agreeing to Share Infrastructure Costs*
- D. *Signatures of Non-Co-located ARIZONA@WORK Job Center Partners Agreeing to Negotiate the Sharing of Infrastructure Costs When Sufficient Data is Available to Determine Relative Benefit and Proportionate Share*
- E. *ARIZONA@WORK Operating Budget: Additional Costs (Applicable Career Services)*
- F. *OPTIONAL: ARIZONA@WORK Operating Budget: Additional Costs (Shared Operating Costs and Shared Services) and Signature of ARIZONA@WORK Job Center Partners Agreeing to Share Identified Operating Costs/Shared Services*

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<u>Attachment A:</u>		
Identification of all ARIZONA@WORK Job Center Partners, Chief Elected Official(s), and the Local Workforce Development Board (LWDB) participating in the IFA		
Local Workforce Development Board: <i>Pinal County Workforce Development Board 1891 Historic Courthouse PO Box 827 135 North Pinal Street Florence, AZ 85132</i> <i>ATTN: Joel Millman, (520) 866-6816/joel.millman@pinal.gov</i>		
Chief Elected Official(s): See Pinal County Board of Supervisors Home Page: https://www.pinal.gov/374/Board-of-Supervisors		
Required WIOA and ARIZONA@WORK Job Center Partner	ARIZONA@WORK Job Center Partner Serves Local Area?	Point of Contact Information <i>Name, Title, Address, Telephone, Email</i>
Adult, Dislocated Worker (DW) Programs under Title I-B of WIOA	X	Aaron Moon Project Director Eckerd Connects 820 E. Cottonwood Lane, Building E Casa Grande, AZ 85122 (520) 866-3600 aamoon@eckerd.org
Youth Programs under Title I-B of WIOA	X	Amanda Whatley Youth Program Director, Central Arizona College Amanda.whatley@centralaz.edu
Migrant and Seasonal Farmworker Programs (MSFW) under Title I of WIOA	X	Kari Hogan Deputy CEO PPEP, Inc. 802 E. 46th Street, Tucson, Arizona 85713 (520) 770-2500 khogan@ppep.org

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Required WIOA and ARIZONA@WORK Job Center Partner	ARIZONA@WORK Job Center Partner Serves Local Area?	Point of Contact Information <i>Name, Title, Address, Telephone, Email</i>
Adult Education and Family Literacy Act programs under Title II of WIOA	X	Susan Aguilar Director ABE Program Central Arizona College 3736 E. Bella Vista Road San Tan Valley, AZ 85143 (480) 677-7810 susan.aguilar@centralaz.edu
Adult Education and Family Literacy Act programs under Title II of WIOA	X	Maria Silva Special Projects Director of Family Resource Center/Adult Ed Queen Creek Unified School District 20217 East Chandler Heights Road Queen Creek, AZ 85142 msilva@qcusd.edu
Adult Education and Family Literacy Act programs under Title II of WIOA	X	Tiffany Lambert Lawrence EVIT tlawrence@evit.edu
Wagner-Peyser under Title III of WIOA	X	Kevin Herring Administrator AZDES Workforce Solutions Administration 400 W. Congress St, TUCSON, AZ 85701 5209101896 kherring@azdes.gov
State Unemployment Insurance (UI)	X	Sandra Canez UI Administrator AZDES (480) 868-7136 SandraCanez@azdes.gov
Trade Adjustment Assistance (TAA) under Title II of Trade Act	X	Chevera Trillo Administrator AZDES Workforce Development Administration 1789 W. Jefferson, Mail Drop 5111 Phoenix, AZ 85007 (480) 487-7806 CTrillo@azdes.gov

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Required WIOA and ARIZONA@WORK Job Center Partner	ARIZONA@WORK Job Center Partner Serves Local Area?	Point of Contact Information <i>Name, Title, Address, Telephone, Email</i>
Jobs for Veterans State Grants (Vets) under Title 38, U.S.C. (Disabled Veterans Outreach Program [DVOP] only)	X	Kevin Herring Administrator AZDES Workforce Solutions Administration 400 W. Congress St, TUCSON, AZ 85701 5209101896 kherring@azdes.gov
Jobs for Veterans State Grants (Vets) under Title 38, U.S.C. (Local Veterans Employer Representative [LVER] only)		Kevin Herring Administrator AZDES Workforce Solutions Administration 400 W. Congress St, TUCSON, AZ 85701 5209101896 kherring@azdes.gov
Vocational Rehabilitation under Title IV of WIOA	X	Mary Fleck Regional Program Manager AZDES Rehabilitation Services Administration/Vocational Rehabilitation 400 W. Congress St, Ste. 420 mfleck@azdes.gov
Senior Community Service Employment Programs (SCSEP) under Title V of Older Americans Act--State of Arizona	X	State Grantee: Crystal Newman Arizona Department of Economic Security Division of Employment and Rehabilitation Services (DERS) cnewman@azdes.gov Subgrantee: Jessica Howell Project Director AARP Foundation-Workforce Programs SCSEP 4020 N 20th St. Suite 219 Phoenix, AZ 85016 O) 602-841-0403/C) 480-415-7344 jhowell@aarp.org

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Required WIOA and ARIZONA@WORK Job Center Partner	ARIZONA@WORK Job Center Partner Serves Local Area?	Point of Contact Information <i>Name, Title, Address, Telephone, Email</i>
Career and Technical Education programs at the postsecondary level (CTE) under Perkins Career and Technical Education Act	X	Andrew Clegg Executive Director, Career and Workforce Training Central Arizona College 8470 N. Overfield Rd., Coolidge, AZ 85128 (520) 494-5296 andrew.clegg@centralaz.edu
Housing and Urban Development Employment and Training Programs	X	Rolanda Cephas Executive Director Pinal County Housing Department 970 Eleven Mile Corner Road Casa Grande, AZ 85194 (520) 866-7200 rolanda.cephas@pinal.gov
Fred G. Acosta Job Corps Center	X	Samuel Kolapo Center Director 901 S. Campbell Avenue Tucson, Arizona 85719 (520) 792-3015 Kolapo.Samuel.1@jobcorps.org
Additional ARIZONA@WORK Job Center Partners Approved by the LWDB and CEO(s)		
Temporary Assistance for Needy Families (TANF) employment & training under part A of Title IV of Social Security Act* (Jobs Program Only) * <i>Workforce Arizona Council, 03-2016: "The Governor notified the Secretaries of the U.S. Departments of Labor and Health and Human Services in writing that TANF will not be a required partner in Arizona, or within some specific local areas in the State. Local TANF programs may still opt to be a one-stop partner, or to work in collaboration with the ARIZONA@WORK Job Center."</i>	X* (Jobs Program Only)	State Grantee: Chevera Trillo Administrator AZDES Workforce Development Administration 1789 W. Jefferson, Mail Drop 5111 Phoenix, AZ 85007 (480) 487-7806 CTrillo@azdes.gov Service Provider: Jorge A Rivero Project Director Equus Workforce Solutions Office: (520) 881-0570 Cell: (520) 275-5242/ jorgerivero@equusworks.com

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Attachment B1: ARIZONA@WORK Job Center and Partner Service Locations	
Local Workforce Development Area: Pinal County	
<p>The following partners co-locate at the ARIZONA@WORK Pinal County Job Center (Comprehensive Center) ARIZONA@WORK Pinal County: 820 East Cottonwood Lane, Building E Casa Grande, AZ 85122 Chicanos Por La Causa (One Stop Operator)/(520) 866-3611</p>	
Adult/Dislocated Worker Programs	<p>Aaron Moon Eckerd Connects 820 East Cottonwood Lane, Building E Casa Grande, AZ 85122 (520) 866-3600 aamoon@eckerd.org</p>
DES/Employment Service/Jobs for Veterans State Grant (DVOP)	<p>Kevin Herring Administrator AZDES Workforce Solutions Administration 400 W. Congress St, TUCSON, AZ 85701 5209101896 kherring@azdes.gov</p>
Jobs for Veterans State Grants (Vets) under Title 38, U.S.C. (Local Veterans Employer Representative [LVER] only)	<p>Kevin Herring Administrator AZDES Workforce Solutions Administration 400 W. Congress St, TUCSON, AZ 85701 5209101896 kherring@azdes.gov</p>
DES/Vocational Rehabilitation	<p>Mary Fleck Regional Program Manager AZDES Rehabilitation Services Administration/Vocational Rehabilitation 400 W. Congress St, Ste. 420 mfleck@azdes.gov</p>
Temporary Assistance for Needy Families (TANF) employment & training under part A of Title IV of Social Security Act (<i>Jobs Program Only</i>)	<p>State Grantee: Chevera Trillo Administrator AZDES Workforce Development Administration <i>Service Provider: Jorge A Rivero</i> <i>Project Director</i> <i>Equus Workforce Solutions</i> <i>Office: (520) 881-0570</i> <i>Cell: (520) 275-5242/jorgerivero@equusworks.com</i></p>

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Partner	Other Partner (Not Co-located) Locations (see IFA Attachment B2)	Addresses
Vocational Rehabilitation	Location 1	Mary Fleck Regional Program Manager AZDES Rehabilitation Services Administration/Vocational Rehabilitation 400 W. Congress St, Ste. 420, Tucson mfleck@azdes.gov A. 1155 N. Arizona Blvd. Coolidge, AZ 8518 B. 11518 E. Apache Trail #110, Apache Junction, AZ 85120 C. 401 N. Marshall, Casa Grande, AZ 85122
Youth Program	Location 2	Amanda Whatley Director ARIZONA@WORK Pinal County Youth Program amanda.whatley@centralaz.edu A. Central Arizona College – San Tan Campus 3736 E Bella Vista Rd. San Tan Valley, AZ 85143 B. Central Arizona College – Signal Peak Campus 8470 N Overfield Rd. Coolidge, AZ 85128 C. Central Arizona College – Maricopa Campus 17945 Regent Dr. Maricopa, AZ 85138 D. Central Arizona College – Superstition Springs Campus - 805 S Idaho Rd. Apache Junction, AZ 85119 E. Central Arizona College – Aravaipa Campus 80440 E Aravaipa Rd. Winkelman, AZ 85192
Senior Community Service Employment Program	Location 3	State (sub) Grantee: Jessica Howell Project Director AARP Foundation-Workforce Programs SCSEP 4020 N 20th St. Suite 219 Phoenix, AZ 85016 O) 602-841-0403/C) 480-415-7344 jhowell@aarp.org

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Partner	Other Partner (Not Co-located) Locations (see IFA Attachment B2)	Addresses
Career and Technical Education Programs (Post Secondary)	Location 4	Andrew Clegg Executive Director, Career and Workforce Training Central Arizona College 8470 N. Overfield Rd., Coolidge, AZ 85128 (520) 494-5296 andrew.clegg@centralaz.edu
HUD Employment and Training	Location 5	Rolanda Cephas Executive Director Pinal County Housing Department 970 Eleven Mile Corner Road Casa Grande, AZ 85194 (520) 866-7200 rolanda.cephas@pinal.gov
Adult Education and Family Literacy Act programs under Title II of WIOA	Location 6	Susan Aguilar Director ABE Program Central Arizona College 3736 E. Bella Vista Road San Tan Valley, AZ 85143 (480) 677-7810 susan.aguilar@centralaz.edu <ul style="list-style-type: none"> A. Central Arizona College – San Tan Campus 3736 E Bella Vista Rd. San Tan Valley, AZ 85143 B. Central Arizona College – Signal Peak Campus 8470 N Overfield Rd. Coolidge, AZ 85128 C. Central Arizona College – Maricopa Campus 17945 Regent Dr. Maricopa, AZ 85138 D. Central Arizona College – Superstition Springs Campus - 805 S Idaho Rd. Apache Junction, AZ85119 E. Central Arizona College – Aravaipa Campus 80440 E Aravaipa Rd. Winkelman, AZ 85192 <p>Maria Silva, Special Projects Director of Family Resource Center Queen Creek Unified School District 20217 East Chandler Heights Road Queen Creek, AZ 85142 msilva@qcusd.edu</p>

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		Tiffany Lambert Lawrence EVIT tlawrence@evit.edu
Partner	Other Partner (Not Co-located) Locations (see IFA Attachment B2)	Addresses
Temporary Assistance for Needy Families (TANF) employment & training under part A of Title IV of Social Security Act* (Jobs Program Only)	Location 7	Jorge A Rivero Project Director Equus Workforce Solutions Office: 520 881-0570/Cell: 520 275-5242 / jorgerivero@equusworks.com <i>NOTE: All services are provided virtually. In-person meetings may be scheduled at selected sites agreed to by staff and client.</i>
Migrant and Seasonal Farmworker Programs (MSFW) under WIOA Title I	Location 8	Kari Hogan Deputy CEO PPEP, Inc. 802 E. 46th Street, Tucson, Arizona 85713 (520) 770-2500 khogan@ppep.org
Fred G. Acosta Job Corps Center	Location 8	Samuel Kolapo Center Director 901 S. Campbell Avenue Tucson, Arizona 85719 (520) 792-3015 Kolapo.Samuel.1@jobcorps.org

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Attachment B2: ARIZONA@WORK Job Center Partners Co-located in Each ARIZONA@WORK Job Center Location

Local Workforce Development Area: Pinal County

(Place an "X" If the ARIZONA@WORK Job Center Partner is Co-located in the Identified ARIZONA@WORK Job Center or Service Location)

ARIZONA@WORK Job Ctr Partner	ARIZONA@WORK Pinal County Business and Career Center (Comprehensive Center)	Location #1 (See Att B1)	Location #2 (See Att B1)	Location #3 (See Att B1)	Location #4 (See Att B1)	Location #5 (See Att B1)	Location #6 (See Att B1)	Location #7 and 8 (See Att B1)
Adult/DW	X	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Youth	n/a	n/a	✓	n/a	n/a	n/a	n/a	n/a
Wagner-Peyser	X	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Voc Rehab	X	✓	n/a	n/a	n/a	n/a	n/a	n/a
Trade	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Veterans (JVSG/DVOP only)	X	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TANF/Jobs	n/a	n/a	n/a	n/a	n/a	n/a	n/a	7
SCSEP—State	n/a	n/a	n/a	✓	n/a	n/a	n/a	n/a
SCSEP—National	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Adult Ed	n/a	n/a	n/a	n/a	n/a	n/a	✓	n/a
Career/Tech Ed	n/a	n/a	n/a	n/a	✓	n/a	n/a	n/a
HUD E&T	n/a	n/a	n/a	n/a	n/a	✓	n/a	n/a
MSFW (Title I)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	8
Job Corps	n/a	n/a	n/a	n/a	n/a	n/a	n/a	8

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Attachment B3: Annual Infrastructure Budget for Each ARIZONA@WORK Job Center				
ARIZONA@WORK Job Center: (Comprehensive Center) 820 E. Cottonwood Lane, Bldg. E., Casa Grande, AZ 85122				
<i>Cost Category/Line Item</i>	<i>Line Item Cost Detail</i>	<i>Est. Cost (per month)</i>	<i>Est. Cost (annual)</i>	
Rent				
Rental of Facilities	Rent only	\$3,288	\$39,456	
Subtotal: Rental Costs		\$3,288	\$39,456	
Utilities and Maintenance and Other (estimated based on annual average)				
Electric	Based on average monthly costs	Included in rent	Included in rent	
Water	Based on average monthly costs	Included in rent	Included in rent	
Sewer	Based on average monthly costs	Included in rent	Included in rent	
High-Speed Internet	Based on average monthly costs	Included in rent	Included in rent	
Subtotal: Utilities and Maintenance Costs		Included in rent	Included in rent	
SUMMARY OF TOTAL INFRASTRUCTURE COSTS TO BE SHARED BY CO-LOCATED ARIZONA@WORK Job Center PARTNERS (All figures rounded)				
<i>Cost Category</i>		<i>Total Cost</i>	<i>Est. (per month)</i>	<i>Est. (annual)</i>
Subtotal: Rental Costs			\$3,288	\$39,456
Subtotal: Utilities and Maintenance Costs			0	0
TOTAL INFRASTRUCTURE COSTS FOR THIS LOCATION			\$3,288	\$39,456

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Attachment B4: Percentage of Co-located ARIZONA@WORK Job Center Partner's Occupancy in Each Center		
ARIZONA@WORK Job Center Location: 820 E. Cottonwood Lane, Bldg. E, Casa Grande, AZ 85122		
Total Square Footage of the ARIZONA@WORK Job Center: 3,945 Square Feet		
Total Square Footage of Dedicated/Assigned Space For All Co-located ARIZONA@WORK Partners: 1,080 Square Feet		
<i>Co-located ARIZONA@WORK Job Center Partners</i>	<i>Square Footage of the ARIZONA@WORK Job Center Partner's Dedicated/Assigned Space</i>	<i>ARIZONA@WORK Job Center Partner's Dedicated Space as a % of All Co-located ARIZONA@WORK Job Center Partners' Space</i>
WIOA Title I-B Adult/Dislocated Worker	408	37.8%
One Stop Operator	96	8.9%
Wagner-Peyser/Employment Service	336	31.1%
Vocational Rehabilitation	120	11.1%
Jobs for Veterans State Grant (DVOP)	120	11.1%
<i>Total Percentage of the Designated/Assigned Space of All Co-located ARIZONA@WORK Job Center Partners (may not equal 100% due to rounding)</i>		<i>100%</i>

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Attachment B5:				
<u>Initial Proportionate Share of Infrastructure Costs Allocated to Each Co-located ARIZONA@WORK Job Center Partner</u>				
ARIZONA@WORK Job Center Location: 820 E. Cottonwood Lane, Bldg. E, Casa Grande, AZ				
Total Infrastructure Costs for This ARIZONA@WORK Job Center: \$3,288 (monthly) (See Attachment B3)				
Co-located ARIZONA@WORK Job Center Partner	ARIZONA@WORK Job Center Partner's Dedicated Space as a % of All Co-located ARIZONA@WORK Job Center Partners' Space	Proportionate Share (est. per month)* <i>*includes common space</i> (% of ARIZONA@WORK Job Center Partner Space X Total Infrastructure Cost = ARIZONA@WORK Job Center Partner Share)	\$ Share to Be Paid In Cash	\$ Share to Be Paid In Non-Cash
Adult/Dislocated Worker	37.8%	\$1,242	100%	\$0.00
Wagner-Peyser/Employment Service	31.1%	\$1,023	100%	\$0.00
Vocational Rehabilitation	11.1%	\$365	100%	\$0.00
Jobs for Veterans State Grant (DVOP)	11.1%	\$365	100%	\$0.00
One Stop Operator	8.4%	\$292	100%	\$0.00
Total Infrastructure Costs to Be Shared by ARIZONA@WORK Job Center Partners in Cash/Non-Cash: \$3,288 <ul style="list-style-type: none"> • (est. per month- may not equal due to rounding) • (Must Equal the Total Infrastructure Costs for This ARIZONA@WORK Job Center – see Attachment B3) 				

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Attachment C:

Signatures of Co-located ARIZONA@WORK Job Center Partners Agreeing to Share Infrastructure Costs

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Attachment D:

Signatures of Non-Co-located ARIZONA@WORK Job Center Partners Agreeing to Negotiate the Sharing of Infrastructure Costs as When Sufficient Data Are Available to Determine Relative Benefit and Proportionate Share

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Attachment E1: Career Services Applicable to Each ARIZONA@WORK System Partner							
Basic Career Services	T-I Adult	T-I DW	T-I Youth	T-II AEL	T-III WP	T-IV VR	TANF
T-I Program Eligibility	X	X	X		X		
Outreach, Intake, Orient	X	X	X	X	X	X	X
Initial Assessment	X	X	X	X	X	X	X
Labor Exch/Job Search	X	X	X		X	X	X
Referrals to Partners	X	X	X	X	X	X	X
LMI	X	X	X		X	X	
Performance/Cost Info	X	X	X				
Support Service Info	X	X	X		X	X	X
UI Info/Assistance	X	X	X		X		
Financial Aid Info	X	X	X	X		X	
Basic Career Services	Career/Tech Ed	SCSEP	MSFW	TAA	Job Corps		
T-I Program Eligibility							
Outreach, Intake, Orient		X	X	X	X		
Initial Assessment		X		X	X		
Labor Exch/Job Search		X	X	X	X		
Referrals to Partners		X	X	X	X		
LMI		X	X	X	X		
Performance/Cost Info		X		X			
Support Service Info		X	X	X	X		
UI Info/Assistance		X	X		X		
Financial Aid Info				X	X		

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Basic Career Services	Other Part	Housing	UI	JVSG (DVOP)	Other Part	Other Part	Other Part
T-I Program Eligibility							
Outreach, Intake, Orient				X			
Initial Assessment				X			
Labor Exch/Job Search				X			
Referrals to Partners				X			
LMI				X			
Performance/Cost Info							
Support Service Info				X			
UI Info/Assistance			X				
Financial Aid Info							

Individ Career Services	T-I Adult	T-I DW	T-I Youth	T-II AEL	T-III WP	T-IV VR	TANF
Comp Assessment	X	X	X			X	
Employment Plan	X	X	X		X	X	X
Career Plan/Counsel	X	X	X		X	X	X
Short-Term Prevoc	X	X	X			X	X
Internships/Wk Exper	X	X	X			X	X
Out-of-Area Job Search	X	X	X				X
Financial Literacy	X	X	X				
ELA/Integ Education	X	X	X	X			
Workforce Preparation	X	X	X	X	X		X

<i>Individ Career Services</i>	Career/Tech Ed	SCSEP	BLANK	BLANK	MSFW	BLANK	TAA
Comp Assessment		X			X		X
Employment Plan		X			X		X
Career Plan/Counsel		X			X		X
Short-Term Prevoc					X		X
Internships/Wk Exper		X			X		
Out-of-Area Job Search					X		X
Financial Literacy							X
ELA/Integ Education					X		X
Workforce Preparation					X		X
<i>Individ Career Services</i>	BLANK	Housing	UI	Job Corps	JVSG (DVOP)	Other Part	Other Part
Comp Assessment				X	X		
IEP				X	X		
Career Plan/Counsel				X	X		
Short-Term Prevoc					X		
Internships/Wk Exper				X			
Out-of-Area Job Search				X	X		
Financial Literacy				X			
ELA/Integ Education				X			
Workforce Preparation				X	X		

Attachment E2: Consolidated System Budget for the Delivery of Applicable Career Services

The “Consolidated System Budget for the Delivery of Applicable Career Services” is the total actual or reasonably estimated amount of funds budgeted by the required ARIZONA@WORK Job Center partners for the delivery of the career services (that are applicable to their programs) and made available through the ARIZONA@WORK one-stop delivery system. This budget includes all costs, including personnel, related to the administration and delivery of these services.

<i>Applic Career Services</i>	T-I Adult	T-I DW	T-I Youth	T-II AdEd	T-III WP	T-IV VR	TANF
Basic Career Services: T-I Eligib/Initial Assess Outreach, Intake, Orient Labor Exch/Job Search Referrals/LMI Support Service Info UI Info/Fin Aid Info	\$205,256	\$205,774	\$161,230	\$10,921 (CAC)	\$218,414	\$303,707	\$57,062
<i>Applic Career Services</i>	Tech Ed	SCSEP (State)	SCSEP (Nat'l)	MSF(NFJP)	TAA	Housing	UI
Basic Career Services: T-I Eligib/Initial Assess Outreach, Intake, Orient Labor Exch/Job Search Referrals/LMI Support Service Info UI Info/Fin Aid Info	\$0	\$0	N/A	\$56,747	\$0	\$0	\$5,146
<i>Applic Career Services</i>	DES VETS	Job Corps					
Basic Career Services: T-I Eligib/Initial Assess Outreach, Intake, Orient Labor Exch/Job Search Referrals/LMI Support Service Info UI Info/Fin Aid Info	\$88,991	Not Available					

<i>Applic Career Services</i>	T-I Adult	T-I DW	T-I Youth	T-II AdEd	T-III WP	T-IV VR	TANF
Indiv Career Services: Comp Assessment/IEP Career Plan/Counsel Short-Term Prevoc Internship/Wk Exper Financial Literacy IET/ELA/WF Prep	\$410,513	\$411,548	\$376,202	\$5,880	\$106,222	\$311,053	\$57,062
<i>Applic Career Services</i>	Career/Tech Ed	SCSEP (State)	SCSEP (Nat'l)	MSF(NFJP)	TAA	Housing	UI
Indiv Career Services: Comp Assessment/IEP Career Plan/Counsel Short-Term Prevoc Internship/Wk Exper Financial Literacy IET/ELA/WF Prep	\$205,340	\$68,318	N/A	\$24,320	\$0	\$27,800	\$0
<i>Applic Career Services</i>	DES VETS	Job Corps					
Indiv Career Services: Comp Assessment/IEP Career Plan/Counsel Short-Term Prevoc Internship/Wk Exper Financial Literacy IET/ELA/WF Prep	\$88,991	Not Available					

Attachment F1: Optional ARIZONA@WORK Job Center Partner Agreement to Share Other Costs and Services -

Type of Cost to be Shared:

2. TABE testing for WIOA Title IB (Adult, Dislocated Worker and Youth)

Description of the Cost to Be Shared and What it Includes:

2. Cost of TABE testing by Central Arizona College Adult Education (WIOA Title II) offered to WIOA Title IB participants

ARIZONA@WORK Job Center Partners Agreeing to Share This Cost

The following ARIZONA@WORK Job Center partners have agreed to share these costs: Adult/Dislocated Worker Programs (Eckerd Connects); These headsets will be reserved for Adult Probation/Re-entry participants served by Eckerd Connects unless otherwise authorized by Eckerd Connects.

2. Central Arizona College Adult Education agrees to provide TABE testing to qualified Title IB participants.

The ARIZONA@WORK Job Center partners that agreed to share these costs will benefit by:

1. Providing targeted program participants access to hands on career exploration opportunities
2. Providing and coordinating TABE testing between Adult Education and Title IB. Participants will benefit by working with a Career Coach to address any skill gaps. This could also lead to co-enrollments between the two partners.

**Shared Cost Budget for
*(Identify the Type of Cost)***

<i>Line Item</i>	<i>Budget Detail</i>	<i>Cost</i>
Subscription: Hardware/Software	TRANSFR VR Headsets/controllers and downloaded Career Exploration modules	\$10,000 (annually)
TABE Testing	TABE Testing and proctoring	\$1,700 (annually)
<i>Total Budget for This Shared Cost</i>		<i>\$ 11,700</i>

Agreed Upon Cost Allocation Methodology to Share This Cost

Pinal County Workforce Development Board advanced the cost of the subscription. Headsets are primarily for Adult Probation/Re-entry participants served by Eckerd Connects or part of the Pinal County Diversion Grant Program in partnership with the Pinal County Attorney's Office.

Proportionate Share for ARIZONA@WORK Job Center Partners Agreeing to Share These Costs <i>(Identify the Type of Cost)</i>				
<i>Partners Agreeing</i>	<i>Agreed Methodology</i>	<i>Initial Partner Share</i>	<i>Amount in Cash</i>	<i>Amount in Non-Cash</i>
<u>Adult/Dislocated Worker Programs (Eckerd Connects)</u>	Eckerd Connects (100%)	N/A	\$10,000	N/A
<u>Central Arizona College Adult Education</u>	Central Arizona College (100% for WIOA Title IB programs only)	N/A	\$1,700	N/A
<i>Total Budget for This Shared Cost</i>			<i>\$11,700</i>	



PINAL COUNTY

WIDE OPEN OPPORTUNITY

AGENDA ITEM

December 19, 2024 ADMINISTRATION BUILDING A
FLORENCE, ARIZONA

REQUESTED BY:

Funds #:

Dept. #:

Dept. Name: Workforce Department

Director: Joel Millman

BRIEF DESCRIPTION OF AGENDA ITEM AND REQUESTED BOARD ACTION:

Discussion/approval/disapproval of the proposed Request for Quote (RFQ) for Pinal County Workforce Development Board (PCWDB) staff to pursue procurement of professional and outside services to work with the PCWDB on updated operational activities, including exploration of topics such as onboarding new members, sector strategy development, and apprenticeships concentrating on the in-demand and targeted industries identified in the 2025-2028 ARIZONA@WORK Pinal County Workforce Development Plan.

BRIEF DESCRIPTION OF THE FISCAL CONSIDERATIONS AND/OR EXPECTED FISCAL IMPACT OF THIS AGENDA ITEM:

BRIEF DESCRIPTION OF THE EXPECTED PERFORMANCE IMPACT OF THIS AGENDA ITEM:

MOTION:

History	Who	Approval
Time		

ATTACHMENTS:

<p>Click to download</p> <p><input type="checkbox"/> Request for Quotes (RFQ) SOW</p>

November 2024

Request for Quotation (RFQ)
Consultant Services for Transforming the Pinal County Workforce Development Board

The Pinal County Workforce Development Board (PCWDB) is appointed by the Pinal County Board of Supervisors (BOS) and certified by the Workforce Arizona Council (state workforce board). The PCWDB oversees the ARIZONA@WORK Pinal County network of public and private partners to coordinate a cohesive strategy for talent development and provision of business services within Pinal County.

Introduction

Pinal County, experiencing rapid economic and demographic changes, is positioned for significant workforce development opportunities. To effectively address these changes, the Pinal County Workforce Development Board (PCWDB) seeks a consultant to guide its transformation from an operational to a strategic body. The goal is to enhance PCWDB's impact on the local workforce ecosystem and strengthen its leadership role in supporting Pinal County's economic development.

Objectives

The selected consultant will be tasked with:

- Refocusing PCWDB's structure from an operational board to a strategic, high-impact entity.
 - Positioning PCWDB as a proactive leader addressing workforce challenges due to regional growth.
 - Establishing clear priorities and measurable objectives.
 - Enhancing board engagement, commitment, and collaboration with stakeholders.
 - Implementing a process for ongoing improvement and relevance.
-

Scope of Work

The consultant will undertake the following core activities:

1. **Needs Assessment & Stakeholder Analysis:**
Analyze PCWDB's structure and engage with stakeholders to understand economic demands.
2. **Strategic Planning Workshop:**
Conduct workshops to redefine PCWDB's mission, vision, and priorities.
3. **Goal Setting and KPI Development:**
Develop measurable goals and KPIs aligned with workforce demands.
4. **Board Development and Capacity Building:**
Offer training to improve strategic thinking and decision-making.
5. **Implementation Roadmap and Follow-Up:**
Create an actionable roadmap with follow-up sessions to ensure continuous improvement.

Expected Outcomes

Engagement with the consultant is expected to deliver:

- A strategic leadership structure for PCWDB.
- Improved board meeting efficiency, focusing on impactful workforce discussions.
- Strengthened partnerships with regional stakeholders.
- Achievable, measurable KPIs demonstrating progress in workforce development.

Cost

Include an itemized proposed cost breakdown for services, including facilitation, workshops, and follow-up sessions.

Proposal Requirements

Interested consultants must provide:

- An outline of proposed methodology and approach.
- A timeline for each phase of work.
- Qualifications, relevant experience, and examples of similar projects.
- Itemized pricing structure, including travel and other incidental expenses.
- Three references from prior workforce development projects.

Evaluation Criteria

Proposals will be evaluated based on:

- Understanding of the scope and objectives.
- Proposed methodology and timeline.
- Relevant experience and qualifications.
- Cost-effectiveness and budget alignment.
- References and past project success.

This RFQ is a crucial step toward establishing PCWDB as a strategic workforce leader, addressing the county's dynamic economic landscape.



PINAL COUNTY

WIDE OPEN OPPORTUNITY

AGENDA ITEM

December 19, 2024 ADMINISTRATION BUILDING A
FLORENCE, ARIZONA

REQUESTED BY:

Funds #:

Dept. #:

Dept. Name: Workforce Department

Director: Joel Millman

BRIEF DESCRIPTION OF AGENDA ITEM AND REQUESTED BOARD ACTION:

Board Chair Report

BRIEF DESCRIPTION OF THE FISCAL CONSIDERATIONS AND/OR EXPECTED FISCAL IMPACT OF THIS AGENDA ITEM:

BRIEF DESCRIPTION OF THE EXPECTED PERFORMANCE IMPACT OF THIS AGENDA ITEM:

MOTION:

History	Who	Approval
Time		

ATTACHMENTS:

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PINAL COUNTY

WIDE OPEN OPPORTUNITY

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December 19, 2024 ADMINISTRATION BUILDING A
FLORENCE, ARIZONA

REQUESTED BY:

Funds #:

Dept. #:

Dept. Name: Workforce Department

Director: Joel Millman

BRIEF DESCRIPTION OF AGENDA ITEM AND REQUESTED BOARD ACTION:

Operations Report

BRIEF DESCRIPTION OF THE FISCAL CONSIDERATIONS AND/OR EXPECTED FISCAL IMPACT OF THIS AGENDA ITEM:

BRIEF DESCRIPTION OF THE EXPECTED PERFORMANCE IMPACT OF THIS AGENDA ITEM:

MOTION:

History	Who	Approval
Time		

ATTACHMENTS:

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<input type="checkbox"/> Operations Report
<input type="checkbox"/> A Stronger Workforce for America Act Summary

Pinal County Workforce Development Board Full Board Meeting

Operations Update
December 19, 2024



- Reauthorization of the Workforce Innovation and Opportunity Act
- Career Pathways Update
- PCWDB Business Sector Member Vacancy



A Stronger Workforce for America Act

Bipartisan, Bicameral Bill Summary

November 2024

A strong workforce development system is vital to strengthening our economy and providing economic opportunity for more Americans. When the Workforce Innovation and Opportunity Act (WIOA) was enacted in 2014, it made critical improvements to streamline the maze of federal workforce development programs and enhance accountability through a single set of performance metrics. However, a decade later, significant challenges persist that hamper the workforce system's ability to fund high-quality services to youth, workers, and employers to help fill job openings in growing and in-demand industries.

A Stronger Workforce for America Act makes critical updates to WIOA that will improve the skills development of workers provided under the law, strengthen connections between employers and the workforce system, and put more Americans on the pathway to a successful career.

Upgrades the skills of more Americans

- Dedicates 50 percent of the adult and dislocated worker funding toward upskilling workers through “individual training accounts” (ITAs), on-the-job learning, and other employer-led and industry relevant initiatives. Allows local areas to count a portion of spending on supportive services for adults and dislocated workers participating in skills development toward this requirement.
- Provides eligible displaced workers with ITAs with a minimum value of \$5,000 to enroll in high-quality reskilling programs and reconnect with the workforce by repurposing existing resources at the Department of Labor.
- Allows states to set-aside funds from their state allocation to establish an “industry or sector partnership and career pathways development fund.” Through the fund, states will establish a competitive grant to support new or existing industry or sector partnerships to fund a range of education, skills development, and employment-related activities, with a non-federal cost sharing requirement based on the size of the participating employers.
- Allows states to set-aside additional funds from their state allocation to establish a “critical industry skills fund.” Through the fund, states will provide reimbursements to employers, sector partnerships, and other intermediaries for upskilling workers in the priority industries selected by the state. Reimbursements will occur only when the workers complete their program and are employed and retained in that industry.
- Raises the cap on “incumbent worker training” so local workforce boards, particularly in areas with low unemployment or high labor force participation, can help the currently employed workforce gain new skills to increase their wages, avoid displacement, and advance their careers.
- Enhances the *Adult Education and Family Literacy Act* (WIOA Title II) by including digital literacy skills as a core component of adult education and emphasizing the use of “integrated education and training” so adult learners can develop basic skills while simultaneously preparing for an in-demand occupation or industry.
- Improves service delivery and skills development opportunities through apprenticeships and industry or sector partnerships, as well as, encourages programs to implement the

principles of universal design for learning.

Delivers greater accountability and program quality

- Streamlines the “eligible training provider list” to ensure programs promote positive outcomes for workers and are aligned with the skill and hiring demands of employers by focusing the eligibility process on employment outcomes and improving consumer choice by elevating high-performing providers through a new “Workforce Innovation Leader” designation.
- Updates the performance indicators to better evaluate program success. The bill makes the percentage employed during the fourth quarter after exiting a program a labor market retention measure to hold programs accountable for ensuring participants have the skills to stay in the workforce. The bill also reforms the “effectiveness in serving employers” indicator to measure the percentage of participants in employer-connected learning such as “on-the-job training” or an apprenticeship.
- Strengthens and fully implements the performance accountability system in the law to hold states and local workforce boards accountable for achieving positive labor market outcomes for program participants and drive continuous improvement across the system, while providing incentive payments to states and local workforce boards that demonstrate significant improvements in outcomes for program participants. Modernizes the delivery of services to jobseekers by directing states to periodically reassess whether their WIOA “local areas” match the labor markets and economic development initiatives of the state, while encouraging the use of virtual services and existing community hubs to reach more jobseekers at a lower cost.
- Promotes program quality improvement and raises the standards for performance and student safety in the Job Corps program by conditioning the award and extension of campus operator contracts on successful performance. Creates a comprehensive program improvement period to enhance Job Corps program quality and set clear steps for the improvement actions that must be taken if a Job Corps campus is not achieving successful student outcomes or keeping students safe. Affords campuses more local control over budgeting and programming and behavioral management and removes overly broad offenses from the list of zero-tolerance offenses while also creating an appeals process for zero-tolerance offenses.

Strengthens pathways to economic opportunity for youth and adults

- Creates a new definition of “opportunity youth”, to replace “out-of-school youth”, by including youth experiencing homelessness and youth in foster care in the definition regardless of school enrollment status, and provides greater flexibility to respond to local needs by requiring 70 percent of youth funds statewide be dedicated towards serving opportunity youth while allowing states to work with their local boards to determine the appropriate percentage for each local area.
- Establishes the Youth Apprenticeship Readiness Grant (YARG) program to increase youth participation in new or existing apprenticeship and pre-apprenticeship programs and support high-quality career pathways for in-school and opportunity youth. Provides \$65 million annually to support these partnerships by repurposing existing resources at the Department of Labor.
- Places a greater emphasis on work-based learning, pre-apprenticeships, and apprenticeships for youth and enhances the quality of summer and year-round employment opportunities

available, while authorizing the use of ITAs for in-school youth to participate in skills development programs outside of the courses offered by their school district.

- Codifies and strengthens a program to help justice-involved individuals released from the nation's prisons transition back to meaningful employment and access skills and career pathways, while identifying and disseminating effective strategies to improve outcomes and reduce recidivism.
- Codifies and strengthens workforce education programs at community colleges that align with in-demand jobs by emphasizing programs with industry partnerships and those that use competency-based assessments to award academic credit for prior learning.
- Codifies the authority to issue dislocated worker grants to entities serving areas with employment and upskilling needs related to widespread substance use disorders, including to support preparation of individuals who have been impacted by substance use disorder in health professions involved in the prevention and treatment of substance use disorders.

Fuels innovation for a skills-based economy

- Authorizes a demonstration authority to allow several states and local workforce boards to receive their Title I funds as a consolidated grant for five years, with flexibility to restructure their state or local workforce system to meet the needs of their workers and employers, while retaining basic workforce protections and programmatic accountability.
- Provides transparency on the credentials that are awarded by eligible providers to include credential-specific information on the awarding entity, industry recognition, the skills and competencies the credential signifies, and the employment and earnings outcomes of participants who receive the credential.
- Facilitates skills-based hiring by authorizing state and local boards to provide on their own, or in partnership with industry associations, technical assistance to employers on implementing skills-based hiring practices, while embedding competency-based assessments in the participant intake process.
- Codifies and enhances Workforce Data Quality Initiative grants to improve state workforce data capabilities by fostering cross-state collaboration, promoting integration between education and workforce longitudinal data systems, improving the timeliness and relevance of labor market data, supporting the adoption of credential navigation tools, and advancing the use of evidence and data to drive decision-making.
- Raises the cap on pay-for-performance contracting and simplifies the process for local workforce boards to contract with programs committed to delivering good outcomes, including for individuals with barriers to employment, while removing the prohibition on states using their governor's reserve on incentives for local boards using pay-for-performance contracting.
- Authorizes studies of pressing issues such as the employment conditions of WIOA program participants, improving workforce services for individuals with disabilities, the effectiveness and use of emerging technology in the workforce development system, alignment between education and workforce development systems, and the effectiveness of Job Corps.



PINAL COUNTY

WIDE OPEN OPPORTUNITY

AGENDA ITEM

December 19, 2024 ADMINISTRATION BUILDING A
FLORENCE, ARIZONA

REQUESTED BY:

Funds #:

Dept. #:

Dept. Name: Workforce Department

Director: Joel Millman

BRIEF DESCRIPTION OF AGENDA ITEM AND REQUESTED BOARD ACTION:

Posted on the 16th of December around 4:00 PM

BRIEF DESCRIPTION OF THE FISCAL CONSIDERATIONS AND/OR EXPECTED FISCAL IMPACT OF THIS AGENDA ITEM:

BRIEF DESCRIPTION OF THE EXPECTED PERFORMANCE IMPACT OF THIS AGENDA ITEM:

MOTION:

History	Who	Approval
Time		

ATTACHMENTS:

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REQUESTED BY:

Funds #:

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Director: Joel Millman

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ZOOM MEETING JOINING INFORMATION: [https://us02web.zoom.us/j/83523956184?](https://us02web.zoom.us/j/83523956184?pwd=aGFYNkxWZ2NDQlpXeDlhWnM4bFTUT09)
pwd=aGFYNkxWZ2NDQlpXeDlhWnM4bFTUT09 Meeting ID: 835 2395 6184 Passcode: 560669 Dial by your location 1 253 205 0468 US

BRIEF DESCRIPTION OF THE FISCAL CONSIDERATIONS AND/OR EXPECTED FISCAL IMPACT OF THIS AGENDA ITEM:

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Time	Who		Approval

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BRIEF DESCRIPTION OF AGENDA ITEM AND REQUESTED BOARD ACTION:

Pursuant to A.R.S. 38-431.02(H), the public will have physical access to the meeting place fifteen (15) minutes prior to the start of the meeting.

BRIEF DESCRIPTION OF THE FISCAL CONSIDERATIONS AND/OR EXPECTED FISCAL IMPACT OF THIS AGENDA ITEM:

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MOTION:

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