

**advantage of priority of service for all types of career and training services (20 CFR 680.650).**

The One-Stop system provides priority of services to veterans and eligible spouses for any qualified job training program pursuant to the Jobs for Veterans Act as prescribed in 38 U.S. Code §4215.

The Title I-B Adult program provides priority of service to veterans and eligible spouses, public assistance recipients, other low-income individuals, and individuals who are basic-skills deficient. See Section N. above.

The Affiliate Pima County Kino Veterans' Workforce Center brings together representatives from the Veterans Employment programs, the Veterans Administration, and community organizations to provide a supportive career center specifically for veterans and eligible spouses. The staff conduct special outreach to Davis-Monthan Air Force Base and to employers seeking to hire veterans and eligible spouses.

**P. Provide the LWDB's definition of "underemployed". The definition of "underemployed" may be used to determine whether employed adults and dislocated worker are in need of individualized career and training services through the WIOA Title IB Adult and Dislocated Worker Programs:**

In addition to providing career and training services to individuals who are unemployed, there remains a significant population of job seekers who are underemployed and the local area's definition includes individuals who are employed:

- Less than full time and seeking full time employment;
- In a position that is inadequate with respect to their skills and training;
- And meet the definition of a low-income individual in WIOA sec. 3(36); and
- But their current job earnings are not sufficient compared to their previous job earnings from their previous employment.

**1. Options defining "underemployed" are described in the United States Department of Labor Training and Employment Guidance Letter TEGL 19-16, section 11).**

The local One-Stop system assists job seekers from all walks of life and is committed to working with the ARIZONA@WORK partners to ensure job seekers have access to the full menu of services available. Certain populations require more assistance than the standard job seeker, at times requiring staff to spend more time with them. Some examples are:

- Veterans;
- Homeless veterans;
- Low-income clients and recipients of public assistance;
- Ex-offenders;
- Individuals with limited English proficiency;
- Individuals with low basic skills;
- Unemployment compensation claimants;
- Unemployed and underemployed individuals;

- Migrant and seasonal farm workers;
- Older workers; and
- Individuals with a disability.

**2. When the LWDB decides to use the self-sufficiency income for the LWDA in the local plan to define “underemployed”, the LWDB must ensure that the self-sufficiency income level has been reviewed and is set at the appropriate level.**

The Pima County Workforce Investment Board (WIB) and the WIB “Planning Committee” determines the Proposed Lower Living Standard Income Level (LLSIL) percentages and ensures that the LLSIL level is reflective of the current labor market information by periodically reviewing the Pima County labor market and wage scales and balancing those against the amount of funds available for investment from WIOA.

The WIB reviewed and established the self-sufficiency level at 130% of the LLSIL and there have been no changes since 2016.

Eligible for individualized career services: unemployed or underemployed. Underemployed = earning less than 130% LLSIL.

Priority for individualized career services (i.e., assignment of available WDS appointments in scheduling system):

First – Veterans who are either below the higher of 70% LLSIL or FPL, or Basic Skills Deficient, referred with a TABE 11/12 score below 9<sup>th</sup> grade or receiving public assistance.

Second – Non-veterans who are either below the higher of 70% LLSIL or FPL, or Basic Skills Deficient, referred with a TABE 11/12 score below 9<sup>th</sup> grade or receiving public assistance.

Third – Veterans earning less than 130% LLSIL.

Fourth – Non-veterans earning less than 130% LLSIL.

This LLSIL will be maintained at the present level and the WIB reserves the right to review and adjust this level when it determines there may be a need in the community and to adjust the level to assist employers in a specific industry sector, if that sector makes a compelling argument for an adjustment that will benefit workers while improving the productivity of companies in the sector.

**Q. Provide the LWDB’s definition and eligibility documentation for “requires additional assistance to enter or complete an education program, or to secure and hold employment” for:**

**1. Out-of-school youth (20 CFR 681.300); and**

Utilizing the centralized intake process, youth entering the ARIZONA@WORK Pima County One-Stop system are screened using a checklist to determine eligibility for all services.

Individuals who "require additional assistance to complete an educational program, or to secure and hold employment" are youth who fall within at least one of the following categories:

- Is at risk of dropping out of High School due to grades, credits, attendance, not passing proficiency exam, or has had an out-of-school suspension or expulsion from school (ISY).
- Has a court or agency referral mandating school attendance (ISY).
- Is attending an alternative school, education program, or has been enrolled in an alternative school within the past 12 months (ISY).
- Is or was a Ward of the State.
- Has been referred to or treated by an agency for substance abuse or psychological problems.
- Parent(s) currently incarcerated.
- Has neither the work experience nor the credential required for an occupation in demand for which training is necessary and will be provided (OSY).
- Has been fired from a job within the 6 months prior to application (OSY).
- Has never held a full-time job (30+ hours per week) for more than 13 consecutive weeks (OSY).

## **2. In-school youth (20 CFR 681.310).**

The LWDA ensures that not more than five percent of in-school youth (ISY) enrolled in the program year are eligible only based on the "requires additional assistance to complete an educational program or to secure and hold employment" criterion as defined in this ARIZONA@WORK Pima County One-Stop System Workforce Development Plan 2020-2024.

## **R. A description of the competitive procurement process to be used to award the subgrants and contracts in the LWDA for activities carrier out under this title with assurance that all federal, state and local procurement laws, regulations and policies are followed (20 CFR 679.560(15)).**

Procurement requirements are always met when selecting the service providers for the In-School and Out-of-School Youth, under employed, Adults, Dislocated Workers, ITA, and Job Center staff. The Pima County WIB and the ARIZONA@WORK Pima County system select service providers through a competitive procurement Request for Proposal (RFP) process that follows federal, state, and local procurement laws, regulations, and policies.

The WIB identifies and selects youth service providers best positioned to provide youth program elements resulting in strong outcomes. As the LWDB, the WIB has determined that the designated fiscal agent, Pima County Community and Workforce Development (CDW) may provide directly some of the youth workforce investment activities. This is a LWDB decision, not a grant recipient decision. The WIB chooses to award grants or contracts to youth service providers to carry out some or all of the youth workforce investment activities and awards such grants or contracts on a competitive basis as required under 20 CFR § 681.400 (b).

Recommendations for Contract Awards are made by the Pima County WIB and forwarded to the Pima County Board of Supervisors for final approval.

The selections, recommendations, and awards are always made in accordance with the Pima County Procurement Code Title 11 which is available at [http://pimacounty-az.elaws.us/code/coor\\_title11](http://pimacounty-az.elaws.us/code/coor_title11).

Any individual or organization that has not been debarred nor suspended from receiving federal funds are eligible to apply for an opportunity to be awarded to be a subgrantee or contractor for the LWDA.

**S. A description of how the LWDB will coordinate relevant secondary and postsecondary education programs and activities, including Adult Education and Literacy programs, to coordinate strategies, enhance services, promote participation in Integrated Education & Training programs, and avoid duplication of services (20 CFR 679.560(b)(9)).**

**1. Include the name of the Title II adult education provider grantee(s) in the local area that were included in this coordination.**

Pima Community College (PCC) Adult Basic Education for College and Career (ABECC) and Pima County Adult Probation.

**2. Include how the LWDB will coordinate WIOA Title I workforce investment activities with adult education and literacy activities under WIOA Title II. This description must include how the LWDB will carry out the review of local applications submitted under Title II consistent with WIOA Secs. 107(d)(11)(A) and (B)(i) and WIOA Sec. 232 (20 CFR 679.560(b)(12)).**

Arizona Adult Education, in accordance with WIOA, implements services to assist adults in becoming literate by obtaining the knowledge and skills necessary for employment and self-sufficiency; the skills necessary to become full partners in their children's education; completing their secondary school education; transitioning to postsecondary education or training; and improving the reading, writing, and comprehension skills for English language learners; and acquiring an understanding of the American system of government.

Adult Education programming addresses the necessity for college and career readiness as an overarching goal for our adult learners. Arizona Adult Education College and Career Readiness Standards training and curricular alignment, the statewide hybrid and distance learning delivery models, and Integrated Basic Education and Skills Training (IBEST) programs are examples of initiatives implemented by Adult Education programs. These programs assist adults in obtaining employability skills such as critical thinking and communication; the integration of workforce preparation into literacy activities; career pathways and postsecondary bridge program models; the distance and hybrid learning services to extend learning beyond the classroom; and at the core, instruction in the areas of reading, writing, math and English language acquisition.

Arizona Adult Education programs are currently funded to provide the following services to adult learners:

- Adult Basic Education (ABE), including instruction in reading, writing, and math up to the 8th grade level;
- Adult Secondary Education (ASE), including preparation for testing leading to a high school equivalency diploma;

- English Language Acquisition for Adults (ELAA);
- Integrated English Literacy and Civics Education (IELCE);
- Distance Education and Hybrid Learning instructional delivery; and
- Integrated Education and Training including the IBEST model.

Arizona Adult Education funds two programs in Pima County: Pima County Adult Probation Literacy Education and Resource Network (LEARN) and Pima Community College Adult Basic Education for College and Career (ABECC). In accordance with WIOA and this local Plan, Adult Education programs offer basic literacy instruction, ABE, ASE, High School Equivalency (HSE) Diploma Preparation, and ELAA through face-to-face and computer-aided instruction.

- Pima County Adult Probation LEARN serves predominantly adult offenders and provides ABE, ASE, and Workforces Skills Development.
- Pima Community College ABECC serves adults through instruction in ABE, ASE, ELAA, IBEST, Refugee Education, Bridge Classes, Distance Learning, Volunteers, and HSE diploma testing.

The High School Equivalency (HSE) Diploma is a certificate of completion of high school requirements that allows students to obtain employment or continue their education. The HSE Diploma may be earned in Arizona by passing the GED® tests along with passing the AZ Civics Test. Arizona now offers additional pathways to the HSE that are administered through local Title II programs and the Arizona Department of Education. For information about approved HSE pathways, visit <http://www.azed.gov/adultedservices/hse/>.

The way that the LWDB carries out the review of local applications submitted under Title II consistent with WIOA Secs. 107(d)(11)(A) and (B)(i) and WIOA Sec. 232 (20 CFR 679.560(b)(12)) is a process administered by the Arizona Department of Education Adult Education Services.

The Arizona Adult Education Request for Grant Applications (RFGA) includes a process for the submission of all applications to the Pima County WIB for review and comment as required under WIOA. All comments provided by the WIB were a component in the evaluation of grant applications as described in Title II of WIOA, sections 231 and 232 and the Adult Education Specific Section of the Arizona Unified Workforce Development Plan.

The Chair appoints members of the Pima County WIB to review and comment on the online application(s) that are received from the Arizona Department of Education and forwards their review and comments to the WIB for approval. The WIB reviewers also submit their reviews and comments to the Arizona Department of Education.

Arizona Adult Education providers are evaluated both fiscally and programmatically based on a model incorporating the following factors:

- A cyclical system for risk assessment and monitoring;
- Monthly desk-monitoring, including data analysis and technical assistance; and
- Evidence of high quality data-driven and research-based professional learning aligned to content standards and professional learning standards.

Monitoring for compliance to federal and state requirements is an important part of the Arizona Adult Education Program Improvement Model. Desk monitoring is conducted on all programs throughout the year, and on-site monitoring is conducted based on risk assessment and issues identified during the Case Review process. Program reporting is part of the annual program improvement cycle. Each local provider completes a comprehensive set of final reports on program operations, performance, professional learning, technology integration and fiscal contracts. As programs are completing their final reports they are also developing the foundation for the upcoming program year's continuation plan.

**T. A description of plans and strategies for, and assurances concerning, maximizing coordination, improving service delivery, and avoiding duplication of Title III - Wagner-Peyser Act (29 U.S.C. 49 et seq.) services (20 CFR 679.560(b)(11)). Plans and strategies should specifically include how the broader one-stop delivery system and LWDB will incorporate Title III services into the service delivery system.**

Employment Service assists job seekers from all walks of life and is committed to working with the ARIZONA@WORK partners within the ARIZONA@WORK system to ensure job seekers have access to the full menu of services available. Certain populations require more assistance than the standard job seeker, at times requiring staff to spend more time with them. Some examples are:

- Veterans;
- Homeless veterans;
- Low-income clients and recipients of public assistance;
- Ex-offenders;
- Individuals with limited English proficiency;
- Individuals with low basic skills;
- Unemployment compensation claimants;
- Unemployed, underemployed individuals;
- Migrant and seasonal farm workers;
- Older workers; and
- Individuals with a disability.

The Arizona Adult Education data collection on performance measures is accomplished via data match. Arizona currently has a data match for High School Equivalency (HSE) diploma testing and the Unemployment Insurance (UI) Wage System Information to support reporting of employment outcomes. And with the National Student Clearinghouse Student Tracker to track students who have transitioned to postsecondary education. Program staff also make follow up phone calls to track outcomes of students who decline data match or do not provide a social security number; and to track employment outcomes of Integrated Basic Education and Skills Training (IBEST) program participants.

**Title III - Wagner-Peyser programs include services such as job search assistance, help getting a job referral, and placement assistance for job seekers. Additionally, re-employment services are available for unemployment insurance claimants, as well as recruitment services to employers with job openings. Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches.**

The Arizona D.E.S. Employment Service is a network of public employment offices providing placement services for job seekers and labor force recruitment services for employers. Employment Service is co-located and offers

workforce development services in the Comprehensive and Affiliate ARIZONA@WORK Pima County Pima County One-Stop Career Centers, and throughout the state of Arizona.

Services are delivered in one of three modes:

1. Self-service;
2. Facilitated self-help services; and
3. Staff-assisted service.

**Services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements and skills, assisting employers with special recruitment needs, arranging job fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring, and helping employers deal with layoffs. Job seekers who are veterans receive priority referrals to jobs and training as well as special employment services and assistance. In addition, the system provides specialized attention and service to individuals with disabilities, migrant and seasonal farmworkers, justice-involved individuals, youth, minorities, and older workers.**

Employment Service staff participate on the ARIZONA@WORK Pima County One-Stop Business Services Team and in each local area, allowing the partnership built in the ARIZONA@WORK Job Centers to be more responsive to the needs of the business community. Local offices routinely receive employers' requests for workers to fill a wide range of jobs from entry level to highly qualified positions. Among them are professional, technical, and managerial positions, clerical and sales jobs, service occupations, manufacturing work, agricultural employment, machine trades, and skilled crafts.

Employment Service focuses on providing a variety of employment-related labor exchange services including, but not limited to:

- ✓ Employability Assessment;
- ✓ One-on-one initial registration in the Arizona Job Connection (AJC);
- ✓ Review on-line employability assessments for possible referral to other programs;
- ✓ Referrals to ARIZONA@WORK Pima County One-Stop partners and service providers' services and other community resources;
- ✓ Discussing job search techniques;
- ✓ Assessing and referring job seeker to job search workshops;
- ✓ Job search assistance;
- ✓ Job referral and placement assistance for job seekers;
- ✓ Providing labor market information;
- ✓ Resume preparation;
- ✓ Job development;
- ✓ Re-employment services to Unemployment Insurance (UI) claimants;
- ✓ Priority of service to veterans and their spouses which may include referral to the Disabled Veterans Outreach Program (DVOP) Coordinator;
- ✓ Assisting migrant and seasonal farmworkers (MSFW) with the "MSFW Outreach Packet," developed to provide critical information concerning access to services in their area;

- ✓ Assessment of eligibility for the Work Opportunity Tax Credit (WOTC) and issue certification for job seekers found eligible; and
- ✓ Recruitment services for employers with job openings.

Employment Service has a representative who serves on the Pima County Workforce Investment Board (WIB). The partnerships developed through the WIB provides staff the opportunity to share information gained from both employers and jobless workers, allowing community leaders to better identify the types of training that will prepare unemployed workers for needed local jobs.

With the implementation of WIOA, Employment Service staff have taken on a new role in the ARIZONA@WORK Job Center by participating in the design, implementation and provision of services through the Welcome Team. In some instances, the roles are shared with the ARIZONA@WORK partners for a seamless delivery of services, including but not limited to:

- ✓ Front desk screening for services;
- ✓ Conducting ARIZONA@WORK orientations;
- ✓ Completing partial client registration in AJC during the triage process;
- ✓ Determining the appropriate provision of services and completing a referral; and
- ✓ Scheduling appointments for services within the ARIZONA@WORK system.

Cross-training and information sharing sessions are held, and occasionally with One-Stop partners, to ensure that Employment Service staff have the knowledge to provide quality services to the job seeker, therefore enhancing their customer experience within the ARIZONA@WORK system.

**U. A description of how the LWDB will coordinate relevant programs and activities, to support strategies, enhance services, promote cross-partner referrals with Title IV services, and avoid duplication of services.**

The ARIZONA@WORK Pima County One-Stop Job Centers all have computer resource areas that are available for job seekers and other customers to use where they are able to access the internet for job search.

Rehabilitation Services Administration (RSA) assists with meeting the accessibility needs of individuals with disabilities. And to further help with ameliorating these accessibility limitations, RSA has assistive technology available for clients to use such as a closed caption television (CCTV), video phone, and UbiDuo™ that provides face-to-face communication for people who are deaf, hard of hearing, or who face any communication barriers. Additionally, RSA is located in two Affiliate Pima County One-Stop DES Job Centers and these locations provide full accessibility for persons with disabilities. This includes physical access to the building, access to information - including information in accessible modes (e.g., large print, braille, etc.).

RSA is committed to provide quality services to members of the local community. RSA provides a staff member two times a week at the Comprehensive ARIZONA@WORK Pima County One-Stop Rio Nuevo Career Center who is available to meet with potential clients for the Vocational Rehabilitation (VR) program. This staff member is available to take client referrals, provide on-site orientations, and other services as needed. RSA also provides a staff member at the ARIZONA@WORK Pima County One-Stop Youth Employment Career Center. The RSA staff member is available to provide youth with information regarding the RSA programs, accept referrals and facilitate orientations to youth interested in receiving services through RSA.

RSA works collaboratively with the ARIZONA@WORK system by offering RSA clients the option of being

referred to an ARIZONA@WORK Job Center for employment related services. With approval of clients and by signing a release of information, RSA will release evaluations to the ARIZONA@WORK Job Center such as psychological evaluations, functional capacity evaluations and other evaluations funded by RSA that will further help the client meet the eligibility requirements through the ARIZONA@WORK Job Center. Additionally, RSA and the ARIZONA@WORK Job Center works collaboratively by serving mutual clients simultaneously by utilizing each other's services as comparable benefits to better serve clients in reaching successful employment outcomes.

RSA engages in community outreach to educate people regarding the services available under RSA for people with disabilities including:

- Conducting monthly orientations at behavioral health clinics and within the community in an effort to outreach to as many people as possible;
- Being actively involved in local job fairs and youth transition fairs;
- Accommodating clients by facilitating orientations at the local office and clients who are unable to attend during the regularly scheduled orientations at the Tucson offices due to conflicts in schedule; and
- Accommodating parents of youth transition clients by providing evening orientations.

#### **Section 4 – ARIZONA@WORK Job Center Delivery Description**

**This Section should include a description of the ARIZONA@WORK one-stop delivery system in the LWDA, including the following (20 CFR 679.560(b)(5)):**

The Arizona Office of Economic Opportunity (OEO) produces demographic, labor force, regulatory, workforce, and economic information for Arizona and sub-state areas. OEO created the following summary of economic highlights for Pima County.

This section summarizes labor market and workforce trends occurring within the Pima County economy to help address and manage future workforce challenges.

- Pima County experienced a population growth of 42,509 individuals from 2010-2017 making it the 3rd largest population growth of all Arizona counties.
- Through 2021, it is projected that 3/4ths of the county's population growth will be created from net migration (number of individuals moving to the county will exceed the number leaving the county).
- Pima County is a slightly older and poorer county with a higher median age, a lower median household income, and a higher rate of poverty when compared to Arizona and the United States.
- Pima County's population has a higher proportion of individuals with an Associate's degree or higher when compared to Arizona and the United States.
- Unemployment rates for Pima County workers are higher than the state rate for all education levels except those with a high school diploma. The unemployment rate for those with high school diplomas is 1.2 percentage points lower than the unemployment rate for those with a high school diploma across the state (Pima: 5.4%, Arizona: 6.6%, United States: 5.7%).

- Pima County has a higher rate of SNAP and Medicaid/AHCCCS users than either Arizona or the United States, but is close to the state average rate in use of TANF and SSI.
- Pima County has similar health coverage patterns to the state level; though there is a higher proportion of individuals receiving public coverage and a lower percentage of uninsured individuals.
- Pima County recorded declines in unemployment since 2010, with consistently higher levels of unemployment than the state.
- In September 2018, Pima County saw the largest over-the-year job growth in Education and Health Services (11.1%, 1,200 jobs); Professional and Business Services (3.7%, 2,200 jobs); and Construction (11.1%, 1,200 jobs).

Pima County has a population of 980,263 living in an area that is a little larger than the state of Massachusetts (9,240 square miles).

Most of the population lives in the Metropolitan Tucson area, which includes:

Marana	34,961
Oro Valley	41,011
South Tucson	5,652
Tucson	520,116

Populations close to the Metropolitan area include:

Avra Valley	6,050
Catalina	7,569
Green Valley	21,391
Sahuarita	25,259
Vail	10,208

Populations in distant or rural communities include:

Ajo	3,304
Amado	295
Arivaca	695
Avra Valley	6,050
Picture Rocks	9,563
Sells	2,495
Three Points	5,581

**A. List the addresses of the ARIZONA@WORK comprehensive Job Centers, affiliate job centers, and specialized job centers in the LWDA, noting the type of ARIZONA@WORK Job Center. These are to be updated when there are changes;**

(2) Comprehensive ARIZONA@WORK Pima County One-Stop Career Center locations:

Kino Service Center  
2797 E. Ajo Way  
Tucson, AZ 85713  
520-724-7700

Rio Nuevo Service Center  
City of Tucson Community Resource Center  
Tortolita Building  
340 N. Commerce Park Loop  
Tucson, AZ 85745  
520-724-7600

(2) Specialized ARIZONA@WORK Pima County One-Stop Career Center locations:

Kino Veterans' Workforce Center *(located next to the Kino Service Center)*  
2801 E. Ajo Way  
Tucson, AZ 85713  
520-724-2646

Youth Employment Center *(located next to the Rio Nuevo Service Center)*  
City of Tucson Community Resource Center  
Sentinel Building, 2nd Floor  
320 N. Commerce Park Loop  
Tucson, AZ 85745  
520-724-9649

(10) Affiliate ARIZONA@WORK Pima County One-Stop Career Center locations:

Pima Community College (PCC) 29th Street Coalition Learning Center  
4355 E. Calle Aurora  
Tucson, AZ 85711  
520-206-3550

PCC El Pueblo Liberty Learning Center  
101 W. Irvington Road, Building 7  
Tucson, AZ 85714  
520-206-3737

PCC El Rio Learning Center  
1390 W. Speedway Boulevard  
Tucson, AZ 85745  
520-206-3800

Arizona Department of Economic Security (D.E.S.) Employment Administration, Employment Service Local Offices:

Arizona D.E.S. Tucson North Office  
316 W. Fort Lowell Road

Tucson, AZ 85705  
520-638-2230

Arizona D.E.S. Tucson South Office  
195 W. Irvington Road  
Tucson, AZ 85714  
520-638-2350

Arizona D.E.S. Tucson East Office  
1455 S. Alvernon Way, #201  
Tucson, AZ 85711  
520-872-9095

Arizona Department of Economic Security (D.E.S.), Vocational Rehabilitation Services (VRS)  
Region II Vocational Rehabilitation Local Locations:

Rehabilitation Services Administration (RSA)/Vocational Rehabilitation (VR) Transition School to Work (TSW)  
Office  
1455 S. Alvernon Way, #201  
Tucson, AZ 85711  
520-872-9095

RSA/VR 22nd Office  
5441 East 22<sup>nd</sup> Street, Suite 101  
Tucson, AZ 85711  
520.638.2701  
TTY: 520.790.5674  
TTY Server: 1.855.475.8194

Irvington Office  
195 West Irvington Road  
Tucson, AZ 85714  
520.638.2390  
TTY Server: 1.855.475.8194

Alvernon Office  
1455 South Alvernon Way, #201  
Tucson, AZ 85711  
520.872.9095  
TTY Server: 1.855.475.8194

**Additional Workforce System Access Point Locations:**

**(2) Core Program Partners**

Arizona Superior Court in Pima County, Pima County Adult Probation, Literacy Education and Resource Network (LEARN) Centers:

South LEARN Center  
2695 East Ajo Way  
Tucson, AZ 85713  
520-724-5434

East LEARN Center  
8180 East Broadway Boulevard  
Tucson, AZ 85710  
520-724-5434

West LEARN Center  
3781 North Highway Drive, #109  
Tucson, AZ 85705  
520-724-5434

Arizona Department of Economic Security (D.E.S.), Vocational Rehabilitation Services (VRS):

Blind, Visually Impaired, and Deaf (SBVID) Office  
100 North Stone Avenue, #500B  
Tucson, AZ 85701  
520-629-0225  
TTY Server: 1-855-475-8194

Mona Lisa Office  
7225 North Mona Lisa, #202  
Tucson, AZ 85741  
520-544-8618  
TTY Server: 1-855-475-8194

Wilmot Office  
899 North Wilmot Road, #C7  
Tucson, AZ 85711  
520.790.0107  
TTY Server: 1.855.475.8194

Required Other Partners:

- Fred G. Acosta Job Corps Center
- Portable, Practical Educational Preparation, Inc. (PPEP, Inc.)
- Tucson Indian Center

Local Service Providers:

- Community Outreach Program for the Deaf (COPD)
- Dorothy Kret Advocates, Inc. (DKA, Inc.)
- Goodwill Industries of Southern Arizona, Inc.
- Service Employment & Redevelopment - Jobs for Progress, Inc. (SER)

- Tucson Youth Development, Inc. (TYD)

(21) Pima County Public Library Branches

(3) Pima County Organizations:

- 5 Pima Community College campuses
- Pima County Las Artes, Arts and Education Center
- Pima County Sullivan Jackson Employment Center

**B. How the LWDB will ensure the continuous improvement of eligible providers through the system and that such providers will meet the employment needs of local employers, workers, and job seekers;**

The WIB Performance and Accountability Committee reviews the real-time performance of subcontracted service providers at least once a quarter. If an issue arises, the Committee invites the service provider to a Committee meeting to discuss. If a corrective action plan is required, it will include steps to be taken and a timeline. The Committee will monitor the corrective action plan progress. Failure to meet benchmarks can result in loss of funding via contract amendment or non-renewal. Compliance monitoring of all contracted, service providers is carried out annually.

Eligible Training Providers' performance has traditionally been submitted to the state operated Eligible Training Provider List (ETPL) by the training institutions. However, the WIB Performance and Accountability Committee and program staff involved in serving WIOA-funded clients though these training providers are conducting an evaluation of data to determine the effectiveness of various types of training.

**C. How the ARIZONA@WORK partners in the LWDA, including the one-stop operator, will ensure physical and programmatic accessibility of facilities, programs, and services, technology, and materials for individuals with disabilities, including provide training and support for addressing the needs of individuals with disabilities as required under WIOA sec. 188 (as appropriate) and the Americans Disabilities Act of 1990; and**

The ARIZONA@WORK Pima County One-Stop Job Centers have computer resource areas that are available for job seekers and other customers to use where they are able to access the internet for job search. There is one computer workstation at each of the One-Stop Job Centers that is accessible for individuals with disabilities to use. The accommodations include an ergonomic chair, a desk that can be elevated up or down as needed for the individual, ZoomText, and JAWS software on the computer. The Arizona Council for the Blind and Visually Impaired has provided training and consultation on the accessible equipment.

Vocational Rehabilitation (VR) assists with meeting the accessibility needs of individuals with disabilities. And to further help with ameliorating these accessibility limitations, VR has assistive technology available for clients to use such as closed caption television (CCTV), video phone, and UbiDuo™ that provides face-to-face communication for people who are deaf, hard of hearing, or who face any communication barriers. Additionally, VR is located in two affiliate Pima County One-Stop DES Job Centers that provide full accessibility for persons with disabilities. This includes physical

access to the building, access to information - including information in accessible modes (e.g., large print, braille, etc.). The ARIZONA@WORK Pima County One-Stop Job Centers will also contract out with various interpreting companies to assist clients in accessing the services whether they use American Sign Language (ASL), Spanish, French or another language. Furthermore, the ARIZONA@WORK Pima County One-Stop Job Centers offers accessed disability awareness training through the Arizona Council for the Blind and Visually Impaired so staff members may feel comfortable with interacting and providing services directly to the client such as assisting them with developing a resume in AJC, attending orientations, and how to dress for success classes.

VR is committed to providing quality services to members of the local community. VR provides a staff member two times a week at the Comprehensive ARIZONA@WORK Pima County One-Stop Rio Nuevo Job Center who is available to meet with potential clients for the VR program. This staff member is available to take client referrals, provide on-site orientations, and other services as needed. VR also provides a staff member at the ARIZONA@WORK Pima County One-Stop Youth Employment Job Center. The VR staff member is available to provide youth with information regarding the VR programs, accept referrals and facilitate orientations to youth interested in receiving services through VR. The Pima County Summer Youth Employment Program also provides equal access to youth internship opportunities to young adults with disabilities. The services provided through the annual Summer Youth Employment Program counts towards Pre-Employment Transition Services for high school age students with disabilities.

VR works collaboratively with the ARIZONA@WORK system by offering VR clients the option of being referred to an ARIZONA@WORK Job Center for employment related services. With approval of clients and by signing a release of information, VR will release evaluations to the ARIZONA@WORK Job Center such as psychological evaluations, functional capacity evaluations and other evaluations funded by VR that will further help the client meet the eligibility requirements through the ARIZONA@WORK Job Center. Additionally, VR and the ARIZONA@WORK Job Center works collaboratively by serving mutual clients simultaneously by utilizing each other's services as comparable benefits to better serve clients in reaching successful employment outcomes. Regularly scheduled meetings with dually enrolled clients, VR staff and ARIZONA@WORK Job Center staff allows for collaboration and sharing of resources such as bus passes, Disability Related Employment Services (DRES) vendors to provide job development, enrollment in AJC for resume writing and potential job leads, training funds and assistance with work clothes and work related tools. VR also works collaboratively with the One-Stop Operator, core partners, and other mandated and non-mandated partners by meeting monthly to discuss successes and barriers, and developing various solutions. These monthly meetings also generate cross-training opportunities for all the partners and staff to improve the quality of services provided to clients and from all the One-Stop partners.

VR engages in community outreach in collaboration with the ARIZONA@WORK Pima County One-Stop partners to educate people regarding the services available under VR for people with disabilities including:

- Conducting monthly orientations at behavioral health clinics and within the community in an effort to reach as many people as possible;
  - \* Being actively involved in local job fairs and youth transition fairs;
  - \* Accommodating clients by facilitating orientations at the local office and clients who are unable to attend during the regularly scheduled orientations at the Tucson offices due to conflicts in schedule; and

- \* Accommodating parents of youth transition clients by providing evening orientations.

The ARIZONA@WORK Pima County One-Stop workforce development system facilitates access to technology by providing public computer work stations and other equipment for customers to use, basic Computer Fundamentals workshops, and one-on-one technical assistance to help customers, including individuals with disabilities, use technology-based services, including:

- Labor exchange services through [www.azjobconnection.gov](http://www.azjobconnection.gov), <https://arizonaatwork.com/>, and [pima.gov](http://pima.gov);
- Electronic resumes creation for job searching and completing online applications;
- View job postings and upload resume on the state's largest workforce database at <https://arizonaatwork.com/locations/pima-county/job-seeker-resources>;
- Social media-based professional networking;
- Obtain current labor market information at <https://arizonaatwork.com/>, <https://laborstats.az.gov/>, and <https://mapazdashboard.arizona.edu/>;
- Test of Adult Basic Education 11/12 (TABE) online assessment system; and
- The Arizona D.E.S. UI benefits application system at [www.azui.com](http://www.azui.com).

Technology-based services comply with technology standards set by each partner and drive toward ADA compliance.

The WIOA Title I-B program uses budgetary targets to ensure a proportion of investment in career services is directed towards rural residents, and awards a portion of its provider contracts based on rural service capacity, track record and identified scope of services.

Adult Education programs offer online (distance learning) and computer-aided (hybrid) instruction for adult learners. Distance learning classes assist students who cannot attend regular, face-to-face classes. With the exception of face-to-face orientation and assessment, learners can study online and communicate with their teacher from home, local library, or anywhere.

Internet-connected computer labs are available at all Adult Education centers which allow for computer-assisted instruction and hybrid learning opportunities.

Employer and job seekers may also Follow and Like Us at <https://www.facebook.com/PimaCountyCSET/>.

- 1. Include how the need for specific assistive technology equipment will be determined as well as how partners/operator will ensure equipment is in working order and staff have the knowledge and skill to assist individuals with disabilities in accessing and utilizing the equipment.**

The ARIZONA@WORK Pima County One-Stop Job Centers all have computer resource areas that are available for job seekers and other customers to use where they are able to access the internet for job search. There is one computer workstation at each of the One-Stop Job Centers that is accessible for individuals with disabilities to use. The accommodations include an ergonomic chair, a desk that can be elevated up or down as needed for the individual, ZoomText, and JAWS software on the computer.

The Arizona Council for the Blind and Visually Impaired has provided staff training and consultation on the accessible equipment that includes TTY telephones.

Vocational Rehabilitation (VR) assists with meeting the accessibility needs of individuals with disabilities. And to further help with ameliorating these accessibility limitations, VR has assistive technology available for clients to use such as a closed caption television (CCTV), video phone, and UbiDuo™ that provides face-to-face communication for people who are deaf, hard of hearing, or who face any communication barriers.

Additionally, VR is located in two Arizona D.E.S. Pima County locations and these Affiliate One-Stop Job Centers provide full accessibility for persons with disabilities. This includes physical access to the building, access to information - including information in accessible modes (e.g., large print, braille, etc.).

**2. Describe the process that an individual would use to request an accommodation as well as how an individual will know what accommodations/assistive technology equipment are available.**

The Arizona Department of Economic Security (DES) Rehabilitation Services Administration (RSA) engages in community outreach to further educate people regarding the services available under RSA for people with disabilities. RSA conducts monthly orientations at the behavioral health clinics and also conducts presentations within the community in an effort to outreach to as many people as possible. RSA is also actively involved in local job fairs and youth transition fairs. The Tucson RSA offices will accommodate clients by facilitating orientations at the local office and will accommodate clients who are unable to attend during the regularly scheduled orientations at the Tucson RSA offices due to conflicts in schedule. RSA will also continue to accommodate parents of youth transition clients by providing evening orientations.

**3. Describe how partners/operator will ensure individuals with disabilities can participate in workshops and services offered through the center.**

The ARIZONA@WORK Pima County One-Stop system provides technology, materials, and facilities that are in compliance with the Americans with Disabilities Act (ADA). Individuals have access to technology based services that include:

- ✓ Public computer work stations and equipment;
- ✓ Basic computer fundamentals workshops;
- ✓ Training in technology skills; and
- ✓ One-on-one technical assistance.

**D. The roles and resource contributions of the one-stop partners as detailed in the MOU/IFA and One-Stop Operating budget. Include other leveraged funds such as donations and in-kind contributions.**

With leveraged funding from various employment and training resources, the One-Stop partners in Pima County have a long track record of and continuing to develop and provide career pathway training

initiatives for job seekers and incumbent workers in the Pima County WIB's six (6) target sectors, using grants, OJT, industry support and formula funds.

**E. Describe how the LWDB will ensure the service providers provide priority of service that conforms to WIOA and the State Plan for adult career and training services will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient consistent with WIOA sec. 134(c)(3)(E) and 20 CFR 680.600.**

The Pima County WIB *Shared Governance Agreement* establishes guidelines and processes for the LWDB to follow for selection of the One-Stop Operator and service providers for the LWDA, and where appropriate, terminate such providers in accordance with 20 CFR part 200.

Provide priority of services to veterans and covered spouses for any qualified job training program pursuant to the Jobs for Veterans Act as prescribed in 38 U.S. Code §4215.

The Adult program provides priority of service to veterans, public assistance recipients, other low-income individuals, and individuals who are basic-skills deficient.

Each week, a committee reviews all training plans prepared in the past week for viability and Priority of Service. If approved, an ITA voucher is generated. If rejected, the client may appeal or redo the training plan.

**F. Describe how the LWDB is implementing the waiver granted by the US Department of Labor to the State of Arizona to use individual training accounts for youth who are in school.**

The ARIZONA@WORK Pima County One-Stop system does not use the waiver for in-school youth that issued by the U.S. Department of Labor but each youth does have a budgeted amount of funding per Pima County policy.

## **Section 5 – Performance and Continuous Improvement**

**A. A description of how the ARIZONA@WORK Job Centers in the LWDA are implementing to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and by one-stop partners (20 CFR 679.560(b)(20)).**

On March 27, 2020 Pima County launched PimaWorks.com as a one-stop resource in response to the economic disruption caused by the COVID-19 pandemic. The public may now visit the site to find updates on how Pima County Community and Workforce Development (CDW) programs may assist in areas such as navigating the application for Arizona unemployment benefits, identifying job leads, and helping business owners tap in to local, state, and federal resources.

The ARIZONA@WORK Pima County One-Stop system also established a dislocated worker hotline at 520-724-5735 to handle the increase in unemployment questions during the 2020 COVID-19 pandemic. The hotline was staffed from 8 a.m. to 5 p.m. on weekdays.

Pima County is also revisiting the CSET and WIB web pages and working toward the future efforts for an overall site redesign.

- B. Provide proposed local levels of performance for Title I-B for Program Years 2020-2021 in the format provided in Appendix I and describe the economic conditions experienced in the LWDA and the characteristics of the actual individuals served supporting the proposed levels of performance. (After negotiation with DES, update the local plan to provide the levels of performance negotiated with DES consistent with WIOA sec. 116(c).) The negotiated levels of performance are to be used by the LWDB for measuring performance of the local fiscal agent (where appropriate), eligible providers under WIOA title I-B, and the ARIZONA@WORK system (20 CFR 679.560(b)(16)).**

The proposed local levels of performance for Title I-B for Program Years 2020-2021 are not available as of 05/20/2020.

- C. Performance Goals: Using the table and instructions provided in Appendix 1, include the local area's expected levels of performance relating to the performance accountability measures based on primary indicators of performance described in section 116(b)(2)(A) of WIOA for Title I.**

#### **Section 6 – Public Comment - 20 CFR 679.370, 679.560(19) and 670.560(21)(e)**

- A. Describe the process used by the LWDB to provide to a 30-day public comment period through electronic and other means (such as public hearings or local media) prior to submission of the plan, including an opportunity to have input into the development of the local plan, particularly for representatives of businesses, education, and labor organizations (20 CFR 679.560(19)).**

The process used by the Pima County Workforce Investment Board (WIB) included a 14-day public comment period provided to afford listed, interested entities and key stakeholders an opportunity to provide comments, suggestions, and recommendations for consideration in the development of this Pima County Workforce Development Plan (Plan). A final copy of the approved Plan will be shared with all interested partners.

The Pima County WIB developed this Plan with the One-Stop partners and service providers, and additional key stakeholders that include representatives of businesses, education, and labor organizations.

The Plan public comment period was made available to the WIB members, public, key stakeholders, and others through a legal notice process established and approved by the Pima County Board of Supervisors. The legal notice process provided the WIB with the opportunity to formally announce the Plan and public comment period to the public, key stakeholders, and others.

**B. Include any comments received that expressed disagreement with the local plan.  
(20 CFR 670.560(21)(e))**

*Pima County CWD staff will add text here if/when comments are received after the public comment period.*

## Appendix I. Performance Measures

**For PYs 2020-2023 Plans, Title I programs (Adult, Dislocated Worker, and Youth) will have two full years of data available to make reasonable determinations of expected levels of performance for the following indicators for PY 2020 and PY 2021:**

- **Employment (Second Quarter after Exit);**
- **Employment (Fourth Quarter after Exit);**
- **Median Earnings (Second Quarter after Exit);**
- **Credential Attainment Rate; and**
- **Measurable Skill Gains**

**Include the expected performance outcomes during the initial plan submission as formatted in the tables below.**

	Title I-B – Adult Program			
	Program Year: 2020		Program Year: 2021	
	Expected Level	Negotiated Level	Expected Level	Negotiated Level
Employment (Second Quarter after Exit)	71.8%		72.8%	
Employment (Fourth Quarter after Exit)	65.0%		66.0%	
Median Earnings (Second Quarter after Exit)	\$6,070.30		\$6,131.00	
Credential Attainment Rate	73.6%		74.6%	
Measurable Skill Gains	31.2%		32.2%	

	Title I-B – Dislocated Worker Program			
	Program Year: 2020		Program Year: 2021	
	Expected Level	Negotiated Level	Expected Level	Negotiated Level
Employment (Second Quarter after Exit)	75.6%		76.6%	
Employment (Fourth Quarter after Exit)	72.2%		73.2%	
Median Earnings (Second Quarter after Exit)	\$7,850.64			

Credential Attainment Rate	63.0%		64.0%	
Measurable Skill Gains	21%		21.8%	

	Title I-B – Youth Program			
	Program Year: 2020		Program Year: 2021	
	Expected Level	Negotiated Level	Expected Level	Negotiated Level
Employment (Second Quarter after Exit)	69.7%		70.7%	
Employment (Fourth Quarter after Exit)	66.1%		67.1%	
Median Earnings (Second Quarter after Exit)	\$4,393.85		\$4,393.85	
Credential Attainment Rate	54.0%		55.0%	
Measurable Skill Gains	39%		39.6%	

## Appendix II. In-Demand Industries and Occupations

**Provide the industries and occupations identified as 'In-Demand' in tables formatted as shown below. The tables can be as long or short as necessary, but the requested information must be provided for each industry and occupation.**

Top 10 In Demand Industry Blue Font Indicates Occupation is Not Currently on ETPL however, there are active staff, training providers, and industry partners working to develop training for these In Demand occupations.

NAICS Code(s)	Industry Title
23	Construction (regionally under <b>Infrastructure</b> )
31	Manufacturing (regionally under <b>Aerospace and Defense</b> )
561000	Administrations and Support Services (regionally under <b>Business Services and Operations</b> )
551000	Management of Companies and Enterprises (regionally known as <b>Business Services and Operations</b> )
81	Other Services except Government (may be included in regionally known <b>Infrastructure, Emerging Technologies, or Business Services and Operations</b> )
62 especially 621,622,623	Healthcare and Social Assistance (under <b>Healthcare and Bioscience</b> )
48	Transportation and Warehousing (regionally under <b>Infrastructure</b> )
51	Information (regionally under <b>Emerging Technologies or Business Services and Operations</b> )
54	Professional, Scientific, and Technical Services (regionally under <b>Emerging Technologies or Business Services and Operations</b> )
53	Real Estate and Rental and Leasing (regionally known as <b>Business Services and Operations</b> )

52	Finance and Insurance (regionally known as <b>Business Services and Operations</b> )
22	Utilities (regionally under <b>Infrastructure</b> )
21	Mining (Regionally under <b>Infrastructure or Emerging Technologies</b> )
NOTE: If creating custom industry, list all NAICS codes that make up industry.	

SOC Code*	Occupation Title	NAICS Code*	Industry Title
29-2010	Clinical Laboratory Technologists and Technicians	62	Healthcare and Social Assistance
31-9091	Dental Assistants	62	Healthcare and Social Assistance
29-2021	Dental Hygienists	62	Healthcare and Social Assistance
29-2041	Emergency Medical Technicians and Paramedics	62	Healthcare and Social Assistance
31-1011	Home Health Aides	62	Healthcare and Social Assistance
29-2061	Licensed Practical and Licensed Vocational Nurses	62	Healthcare and Social Assistance
31-9092	Medical Assistants	62	Healthcare and Social Assistance
31-9093	Medical Equipment Preparers	62	Healthcare and Social Assistance
29-2071	Medical Records and Health Information Technicians	62	Healthcare and Social Assistance
43-6013	Medical Secretaries	62	Healthcare and Social Assistance
31-1014	Nursing Assistants	62	Healthcare and Social Assistance
29-2052	Pharmacy Technicians	62	Healthcare and Social Assistance
29-2034	Radiologic Technologists and Technicians	62	Healthcare and Social Assistance
29-1141	Registered Nurses	62	Healthcare and Social Assistance
29-1126	Respiratory Therapists	62	Healthcare and Social Assistance
29-2055	Surgical Technologists	62	Healthcare and Social Assistance

31-9011	Massage Therapists	62	Healthcare and Social Assistance
29-2099	Health Technologists and Technicians, All Other	62	Healthcare and Social Assistance
31-9099	Healthcare Support Workers, All Other	62	Healthcare and Social Assistance
31-2011	Occupational Therapy Assistants	62	Healthcare and Social Assistance
31-9097	Phlebotomists	62	Healthcare and Social Assistance
29-1126	Respiratory Therapists	62	Healthcare and Social Assistance
31-2022	Physical Therapist Aides	62	Healthcare and Social Assistance
29-2032	Diagnostic Medical Sonographers	62	Healthcare and Social Assistance
21-1093	Social and Human Service Assistants	62	Healthcare and Social Assistance
39-9031	Fitness Trainers and Aerobics Instructors	62	Healthcare and Social Assistance
43-5061	Production, Planning, and Expediting Clerks	62	Healthcare and Social Assistance
29-2051	Dietetic Technicians	62	Healthcare and Social Assistance
29-1031	Dietitian and Nutritionists	62	Healthcare and Social Assistance
19-4021	Biological Technicians	54	Professional, Scientific, and Technical Services
19-4099	Life, Physical, and Social Science Technicians, all other	54	Professional, Scientific, and Technical Services
19-4021	Biological Technicians	54	Professional, Scientific, and Technical Services
19-4099	Life, Physical, and Social Science Technicians, All Other	54	Professional, Scientific, and Technical Services
49-2091	Avionics Technicians	31	Manufacturing
49-3011	Aircraft Mechanics and Service Technicians	31	Manufacturing
51-4121	Welders, Cutters, Solderers, and Brazers	31	Manufacturing
51-4011	Computer-Controlled Machine Tool Operators, Metal and Plastic	31	Manufacturing
51-1011	First-Line Supervisors of Production and Operating Workers	31	Manufacturing
51-2098	Assemblers and fabricators, all other, including team assemblers	31	Manufacturing
51-4011	Computer-Controlled Machine Tool Operators, Metal and Plastic	31	Manufacturing
51-4041	Machinists	31	Manufacturing

51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	31	Manufacturing
17-3026	Industrial Engineering Technicians	31	Manufacturing
51-9121	Coating, Painting, and Spraying Machine Setters, Operators, and Tenders	31	Manufacturing
51-9195	Molders, Shapers, and Casters, Except Metal and Plastic	31	Manufacturing
17-3029	Engineering Technicians, Except Drafters, All Other	31	Manufacturing
19-4031	Chemical Technicians	31	Manufacturing
51-4072	Molding, Coremaking, and Casting Machine Setters, Operators, and Tenders, Metal and Plastic	31	Manufacturing
17-3023	Electrical and Electronics Engineering Technicians	31	Manufacturing
51-4081	Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	31	Manufacturing
51-9199	Production Workers, All Other	31	Manufacturing
11-9199	Managers, All Other	56	Administrations and Support Services
13-1199	Business Operations Specialists, All Other	56	Administrations and Support Services
15-1121	Computer Systems Analysts	51	Information
15-1122	Information Security Analysts	51	Information
15-1131	Computer Programmers	51	Information
15-1134	Web Developers	51	Information
15-1142	Network and Computer Systems Administrators	56	Administrations and Support Services
15-1151	Computer User Support Specialists	51	Information
15-1152	Computer Network Support Specialists	51	Information
43-1011	First-Line Supervisors of Office and Administrative Support Worker	56	Administrations and Support Services
43-3031	Bookkeeping, Accounting, and Auditing Clerks	52	
43-3051	Payroll and Timekeeping Clerks	56	Administrations and Support Services
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical,	56	Administrations and Support Services
11-1021	General and Operations Managers	56	Administrations and Support Services
11-3011	Administrative Services Managers	56	Administrations and Support Services
11-3021	Computer and Information Systems Managers	56	Administrations and Support Services
11-3121	Human Resources Managers	56	Administrations and Support Services

11-9081	Lodging Managers	56	Administrations and Support Services
13-1111	Management Analysts	56	Administrations and Support Services
13-2081	Tax Examiners and Collectors, and Revenue Agents	52	Finance and Insurance
15-1199	Computer Occupations, All Other	51	Information
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	56	Administrations and Support Services
43-6011	Executive Secretaries and Executive Administrative Assistants	56	Administrations and Support Services
43-9011	Computer Operators	51	Information
11-1011	Chief Executives	551	Management of Companies and Enterprises
11-3071	Transportation, Storage, and Distribution Managers	56	Administrations and Support Services
11-9111	Medical and Health Services Managers	56	Administrations and Support Services
11-9151	Social and Community Service Managers	56	Administrations and Support Services
43-4161	Human Resources Assistants, Except Payroll and Timekeeping	56	Administrations and Support Services
43-6013	Medical Secretaries	56	Administrations and Support Services
11-9141	Property, Real Estate, and Community Association Managers	52	Finance and Insurance
13-1031	Claims Adjusters, Examiners, and Investigators	52	Finance and Insurance
43-3011	Bill and Account Collectors	52	Finance and Insurance
43-3021	Billing and Posting Clerks and Machine Operators	52	Finance and Insurance
43-4051	Customer Service Representatives	52	Finance and Insurance
43-9041	Insurance Claims and Policy Processing Clerks	52	Finance and Insurance
49-3023	Automotive Service Technicians and Mechanics	81	Other Services
47-2061	Construction Laborers	23	Construction
47-2111	Electricians	23	Construction
47-1011	First-Line Supervisors of Construction Trades and Extraction Work	23	Construction
49-9071	Maintenance and Repair Workers, General	23	Construction
53-3032	Heavy and Tractor-Trailer Truck Drivers	48	Transportation and Warehousing
53-7051	Industrial Truck and Tractor Operators	48	Transportation and Warehousing
47-3013	Helpers—Electricians	23	Construction

	Miscellaneous Construction and Related Workers	23	Construction
47-4090			
47-3019	Helpers, Construction Trades, All Other	23	Construction
53-3022	Bus Drivers, School or Special Client	48	Transportation and Warehousing
53-2012	Commercial Pilots	48	Transportation and Warehousing
43-5032	Dispatchers, Except Police, Fire, and Ambulance	48	Transportation and Warehousing
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	48	Transportation and Warehousing
43-5071	Shipping, Receiving, and Traffic Clerks	48	Transportation and Warehousing
13-1199.01	Energy Auditors	22	Utilities
49-9071.00	Maintenance and Repair Workers, General	22	Utilities
51-8013.00	Power Plant Operators	22	Utilities
47-4099.03	Weatherization Installers and Technicians	22	Utilities
47-2031	Carpenters	23	Construction
47-2051	Cement Masons and Concrete Finishers	23	Construction
47-2081	Drywall and Ceiling Tile Installers	23	Construction
49-1011	First-Line Supervisors of Mechanics, Installers, and Repairers	23	Construction
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	23	Construction
49-9098	Helpers--Installation, Maintenance, and Repair Workers	23	Construction
49-9041	Industrial Machinery Mechanics	81	Other Services
49-3042	Mobile Heavy Equipment Mechanics, Except Engines	81	Other Services
47-2073	Operating Engineers and Other Construction Equipment Operators	21	Mining
47-2141	Painters, Construction and Maintenance	23	Construction
47-2152	Plumbers, Pipefitters, and Steamfitters	23	Construction
47-2021	Brickmasons and Blockmasons	23	Construction
53-7032	Excavating and Loading Machine and Dragline Operators	21	Mining
47-2121	Glaziers	23	Construction
49-9099	Installation, Maintenance, and Repair Workers, All Other	81	Other Services
43-9061	Office Clerks, General	56	Administrations and Support Services
47-2161	Plasterers and Stucco Masons	23	Construction
47-2181	Roofers	23	Construction
41-3099	Sales Representatives, Services, All Other	56	Administrations and Support Services

41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	56	Administrations and Support Services
47-2211	Sheet Metal Workers	23	Construction
47-2221	Structural Iron and Steel Workers	23	Construction

### Appendix III. Statewide Vision, Goals, & Strategies in the Arizona Workforce Plan

**The Governor's vision for Arizona is to build a pro-growth economy that provides opportunity for all and creates prosperous communities. For ARIZONA@WORK means ensuring that all Arizonans eligible to work, regardless of their circumstances, background, social status or zip code, have access to the best economic and educational opportunities as possible. ARIZONA@WORK's effort to support the vision is described in its four goals and strategies developed by ARIZONA@WORK stakeholders to implement over the next four years in the State Plan.**

**Arizona's Vision:** Building a pro-growth economy that provides opportunity for all and creates prosperous communities.

**Goal 1:** Promote a Strong Arizona Economy - *Build Arizona's capacity to attract, retain and grow thriving*

Strategy 1: Promote industry sector partnerships/projects

Strategy 2: Develop and implement a communication and outreach plan to promote awareness and utilization of the ARIZONA@WORK system

Strategy 3: Increase and improve coordination between workforce and economic development efforts at the state and local level

**Goal 2:** Serve Business Needs - *Serve Arizona job creators by understanding, anticipating and helping them meet workforce needs (including meeting the skilled workforce needs of employers)*

Strategy 4: Ensure training provided to job seekers and workers has a focus on transferable skills

Strategy 5: Create a comprehensive business engagement plan to support consistency and availability of services

**Goal 3:** Prepare Job Seekers; Defend Against Poverty - *Prepare and match job seekers to a job creator for a successful career that provides amply (preparing an educated and skilled workforce, including youth and individuals with barriers to employment and other populations)*

Strategy 6: Implement framework for supporting a statewide model for career pathways based on the identified In-Demand industries and occupations, incorporating appropriate flexibility for regional variation

Strategy 7: Improve processes for co-enrollment across partners to share costs and case management to better serve customers

Strategy 8: Enhance initiatives supporting populations with barriers to employment to ensure customers are receiving needed services efficiently including populations identified in section (a)

**Goal 4:** Protect Taxpayers by Providing Efficient, Accountable Government Service - *Accelerate measurable impact and performance for less cost*

Strategy 9: Create a consistent system for continuous improvement

Strategy 7: Improve processes for co-enrollment across partners to share costs and case management to better serve customers<sup>2</sup>

Strategy 10: Identify data system solutions to enhance the interoperability and quality of data for use across ARIZONA@WORK programs

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<sup>2</sup> Strategy 7 is used to address weaknesses identified in accomplishing both Goal 3 and Goal 4. Because of this, it is listed twice.

## Appendix IV. Required One-Stop Partners

20 CFR 463.400 require the following programs to be one-stop partners:

### Department of Labor (DOL)

- A. WIOA title I programs:
  - a. Adult, Dislocated Worker, and Youth formula programs;
  - b. Job Corps;
  - c. YouthBuild;
  - d. Native American programs;
  - e. National Farmworker Jobs Program (NFJP);
- B. Wagner-Peyser Act Employment Service (ES) program, authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by WIOA title III;
- C. Senior Community Service Employment Program (SCSEP), authorized under title V of the Older Americans Act of 1965;
- D. Trade Adjustment Assistance (TAA) activities, authorized under chapter 2 of title II of the Trade Act of 1974;
- E. Unemployment Compensation (UC) programs;
- F. Jobs for Veterans State Grants (JVSG) programs, authorized under chapter 41 of title 38, U.S.C.; and
- G. Reentry Employment Opportunities (REO) programs (formerly known as Reintegration of Ex-Offenders Program (RExO)), authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169;

### Department of Education (ED)

- A. Adult Education and Family Literacy Act (AEFLA) program, authorized under WIOA title II;
- B. Career and technical education programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (Perkins IV); and
- C. The State Vocational Rehabilitation (VR) Services program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), as amended by WIOA title IV;

### Department of Housing and Urban Development (HUD)

- A. Employment and training programs;

### Department of Health and Human Services (HHS)

- A. Employment and training activities carried out under the Community Services Block Grant (CSBG) programs (42 U.S.C. 9901 et seq.); and
- B. Temporary Assistance for Needy Families (TANF) program, 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 20 CFR 678.405(b), 34 CFR 361.405(b), and 34 CFR 463.405(b).

### Additional Partners.

Pursuant to WIOA sec. 121(b)(2)(B) and 20 CFR 678.410, 34 CFR 361.410, and 34 CFR 463.410, additional one-stop partners may include, with the approval of the Local WDB and CEO(s), the following:

- A. Social Security Administration (SSA) employment and training program established under sec. 1148 of the Social Security Act (i.e. Ticket to Work and Self Sufficiency programs);

- B. Small Business Administration employment and training programs;
- C. Supplemental Nutrition and Assistance Program (SNAP) employment and training programs, authorized under secs. 6(d)(4) and 6(o) of the Food and Nutrition Act of 2008;
- D. Client Assistance Program (CAP), authorized under sec. 112 of the Rehabilitation Act of 1973, as amended by title IV of WIOA;
- E. National and Community Service Act programs; and
- F. Other appropriate Federal, State, or local programs, including, but not limited to, employment, education, or training programs such as those operated by libraries or in the private sector (WIOA sec. 121(b)(2)). Such programs may also include programs providing transportation assistance and services for those with substance abuse or mental health issues.

## Appendix V. Additional Resources

### Upcoming Webinars

*Additional information, including webinar links, will be provided separately.*

#### In-Demand Industry and Occupation

Training February 26th, 2020

2:00pm-3:00pm

March 3rd, 2020

10:00am-

11:00am

#### Title IV Guidance on Accessibility Requirements

March 12th, 2020 1:30pm-2:00pm

### Regulation and Policy Links

Federal Regulations <https://www.law.cornell.edu/cfr/text/20/part-679/subpart-D>

Workforce Arizona Council Local Plan Modification Policy

<https://arizonaatwork.com/sites/default/files/media/SWP%20%231%20WIOA%20Local%20Governance%20Policy%2006%2005%2019.doc.pdf>

Workforce Arizona Council Conflict of Interest Policy

<https://arizonaatwork.com/sites/default/files/media/Conflict%20of%20Interest%20Policy%20Adopted%20022819.pdf>

### Research Tools

Office of Economic Opportunity's

- Local Area Economic Profiles
- In-Demand Industries and Occupation Tableau Tools
- In-Demand Industries and Occupation Reports
- Analysis Best Practices

<https://laborstats.az.gov/special-reports>

### Other Resources

<https://www.workforcegps.org/>

## **Appendix VI. Pima County WIB By-laws**