

8. Programs and Service Delivery

The Workforce Innovation and Opportunity Act (WIOA) authorizes a rich menu of career services for individuals in a wide variety of circumstances. Service delivery must promote customer choice and assure the best possible mix of services for each individual as seamlessly and efficiently as possible.

A description of how the local board and partners will make available programs and services.

The ARIZONA@WORK System ensures that all Pima County Workforce Innovation and Opportunity Act (WIOA) participants receive comprehensive, integrated [services](#) and access to all Partner [resources](#).

The ARIZONA@WORK System will build the skills and abilities of people to meet the workforce needs of employers. This includes creating meaningful linkages between the education and workforce systems, aligning data so that metrics can be better defined and more easily measured, and helping people of all backgrounds gain employment and prosper in a rapidly changing economy.

The ARIZONA@WORK Partners will ensure the quality and ease of services provided by the local workforce development system and will require integrated service delivery that includes high-quality educational classes, occupational skills trainings and business services.

The system will strive to create career pathways, aligned to industry needs, which combine education and training opportunities in a way that provides individuals with life-long learning maps. Connecting programs, services and systems will require collaboration around building a strong data infrastructure and metric measuring tools.