

8. Programs and Service Delivery

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

- a. **A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.**

The [ARIZONA@WORK Pima County One-Stop](#) WIOA Title IB [Adult](#) and [Dislocated Worker](#) (DW) programs have two types of services that include Career Services and Training Services.

The Adult and DW programs' employment and training activities are offered at both the ARIZONA@WORK Pima County One-Stop [Rio Nuevo](#) and [Kino](#) Comprehensive Career Centers, proud partners of the American Job Center ([AJC](#)) network.

The Adult program for those ages 18 and older provides workforce investment activities designed to assist individuals, particularly those with barriers to employment, increasing access to employment, retention, earnings, and the attainment of recognized postsecondary credentials. The Adult program provides [priority of service](#) to veterans, public assistance recipients, other low-income individuals, and individuals who are basic-skills deficient.

The DW program provides services to individuals who have been terminated, laid off, or received a notice of termination or layoff, from employment generally due to closures or downsizing. Self-employed individuals who are unemployed due to general economic conditions and individuals who meet the WIOA definition of a displaced homemaker may also be eligible for services.

Self-service is available to all [ARIZONA@WORK Pima County One-Stop](#) visitors or via the [Arizona Job Connection](#) website, including job search, orientation and group workshops.

The ARIZONA@WORK/[Pima County One-Stop](#) engages in numerous partnerships and initiatives in Pima County and works directly with Partner agencies or participating in grant-funded activities, to support youth, veterans, and individuals with disabilities and other barriers.

Arizona exceeded its negotiated performance levels for the Adult program and met or exceeded the negotiated performance levels for the DW program in Program Year 2014.

The [ARIZONA@WORK](#) System met or exceeded their U.S. Department of Labor performance levels for the Adult and DW programs in Program Year 2014.

This Adult program provides training for low income adults in Pima County and very often, basic and soft skills training is needed.

There are several ARIZONA@WORK [workshops](#) available for the Adult job seeker who either wants to prepare for an entry level position, a career pathway that will lead to advancement at a current employer, a change in career, or to obtain an advanced degree.

Most of the training prepares job seekers for entry level positions.

The [ARIZONA@WORK](#) Job Center also serves those under the [Arizona D.E.S.](#) Trade Adjustment Act (TAA). The TAA provides training funds and services for eligible workers impacted by foreign competition and WIOA funds other DW training. Training is provided at all levels, including advanced degrees.

Both of the WIOA Adult and DW programs that are available at both ARIZONA@WORK Comprehensive Career Centers, are also offered at the following three (3) [Arizona D.E.S.](#) ARIZONA@WORK Affiliate sites:

- [East](#) - 1455 South Alvernon Way, Tucson, AZ 85711
- [North](#) - 316 W. Fort Lowell Road, Tucson, AZ 85705
- [South](#) - 195 W. Irvington Road, Tucson, AZ 85714

Literacy activities are also offered on a one-on-one basis with Literacy Connects, Inc.

Adult education and literacy activities funded under the WIOA Title II Adult Education and Literacy Activities programs are offered by the Pima County ARIZONA@WORK Core Program Partner Pima Community College (PCC) Adult Basic Education for College and Career ([ABECC](#)).

[ABECC](#) provides adult learners with opportunities to increase basic skills in math, reading and writing, prepare for high school equivalency (HSE) testing, take the GED® test, learn English, increase their civic engagement and develop the skills to transition to further education and jobs.

[PCC](#) has three (3) Learning Centers in Pima County that are open Monday to Thursday, 8 a.m. to 9 p.m. and on Friday, 8 a.m. to 5 p.m. The Centers are conveniently located at the following locations:

- [PCC 29th Street Coalition Center](#)
- [El Pueblo Liberty Learning Center](#)
- [El Rio Learning Center](#)

The traditional workforce development system works to help employers find employees through a variety of methods that begin with outreach to employers to identify their needs and tracking their workforce development activities in the [Arizona Job Connection](#) database.

Large group activities such as job fairs, and small group activities such as job clubs, help the Adult and DW job seekers and employers to assess opportunities and candidates.

Outside the roles of supervision, management and administration, Pima County's ARIZONA@WORK System provides two types of staff positions for job seekers: Workforce Development Specialists (WDS) and Program Support Specialists (PSS). The job description is available at www.pima.gov/hr/jobs/1722.pdf.

A WDS works with clients who have been determined eligible for and referred for services and activities under WIOA, Pima County, Community Services Block Grant (CSBG), U.S. Department of Housing and Urban Development (HUD) or other funding streams.

The WDS refers the clients to jobs, coordinates referrals to support services, guides the client through the process of applying for training, and removes barriers to training and job placement.

The WDSs take turns to conduct the Introduction Workshop and help with the meet and greet/triage activities. The distinction between a case manager and the WDS is that the WDS does not determine eligibility for clients, but rather receives referrals of clients for whom eligibility and assessment has been determined by a centralized intake team.

Intake staff are considered PSS. In addition to intake and assessment, PSS' help support staff working with non-enrolled clients and assists core level staff. The PSS meets and greets, performs support tasks for core and intensive services, determines eligibility for WIOA and non-WIOA programs assists with follow-up on clients.

The ARIZONA@WORK Job Centers have three (3) Functional Teams at the two (2) Comprehensive Centers:

1. Welcome Team - greets and directs customers, conducts a triage assessment, collects registration information, and refers internally or externally for assistance (Entry, Resource Room).
2. Skills and Career Development Team - conducts skills analysis, facilitates assessment and testing, identifies support needs, provides career guidance, arranges for soft skills training, and refers to program specific occupational training (Resource Room, Case Management, Pre-Employment Workshops).
3. Business Services Team - provides services to job ready customers and to employers including job clubs, facilitates on-the-job training arrangements, job development, business development, job matching, customized recruitment efforts, and industry sector partnerships.

Client services are available outside the normal Monday-Friday, 8 a.m. to 5 p.m. hours and locations, and are available upon request.

The System collaborates with [PCC](#) which has developed an adult basic education program for students completing the Behavioral Health Services (BHS) Integrated Basic Education and Skills Training (IBEST) certificate program. This IBEST model can be replicated for future contextual educational programs to develop and ensure high quality training for both the participant and the employer.

The following services will provide Adults and DW with Work Experience and Transitional Job opportunities in order to learn new transferable skills and to obtain job placement:

- On-the-Job Training (OJT) to provide participants work experience, new transferable skills, and job placement upon successful completion of the training program. These opportunities are ideal for individuals with barriers, which may include disabilities.
- Incumbent worker training will be utilized to avert layoffs by transitioning employees to other positions that will not be eliminated. The option of training employees in new skills to transition the employee into other positions and avert layoff.
- Customized training will be utilized to assist employers in training current employees and participants referred to the employer. Customized training may cover topics such as the introduction of new technologies, new production or service procedures, as well as upgrading to new jobs that require additional skills.
- Transitional Jobs will be utilized to serve individuals with chronic unemployment, poor work history, and severe barriers to employment. This will allow the participant to establish a work history, demonstrate work success and develop skills that lead to unsubsidized employment.

To ensure high quality training for both the participant and the employer, training programs are related to an in-demand occupation, aligned with career pathways

and industry sectors and result in a recognized postsecondary credential.

Pima County will collect performance data on work-based training programs.

Pima County will not continue to contract with employers who fail to provide participants' long term employment opportunities, with wages and benefits, and working conditions comparable to other employees who have worked a similar amount of time, doing the same type of work.

Pima County will monitor OJT and Transitional Job employer onsite contracts to ensure training, wages, hours, benefits, and working conditions are provided in accordance with the contract. Training participants' performance and progress will be monitored during the training to determine supportive service needs, the appropriateness of the training activity and if placement in unsubsidized employment has occurred.