

## 8. Programs and Service Delivery

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

- d. **A description of how training services under chapter 3 of subtitle B will be provided in accordance with section 134(c)(3)(G), including, if contracts for the training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter and how the local board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.**

Most Title I Adult and Dislocated Worker (DW) training is delivered via an Individual Training Account (ITA). ITAs are only issued for programs on the Eligible Training Provider List (ETPL).

Some training is delivered by On-the-Job Training (OJT) contracts and some are delivered via special customized training contracts.

A job seeker interested and/or in need of training must be eligible for a funding stream, be enrolled in the required state Arizona Job Connection (AJC) at [ArizonaJobConnection.gov](http://ArizonaJobConnection.gov) at the time of this writing, have a readable resume in AJC that can be updated as new skill sets are added, and work with an assigned case manager to develop a plan that includes a [checklist](#).

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.

ITAs currently have a \$3,000.00 cap. Exceptions may be requested by the training committee and must be accompanied by a written justification and approved by a Pima County Community Services, Employment and Training (CSET) Program Manager.

Changes to the ITA level are recommended by program staff who develops a proposal for the WIB's review and approval:

1. WIB Performance and Accountability (P&A) Committee reviews proposal and if in agreement, will forward proposal to the WIB Executive Committee;
2. If WIB Executive Committee approves proposal it will be forwarded to WIB; and
3. WIB will review recommended proposal and approve or deny proposal.

On-the Job Training (OJT) Contracts: The Pima County One-Stop system places between 40 to 50 WIOA Adults and DW in OJT positions each year, 15 to 20 Veterans, a few Homeless clients, a few WIOA Older Youth, and participants from other programs that may have OJT funds available, such as Older Worker Programs.

In the 1990s, Pima County received a special “OJT Broker” grant from the U.S. Department of Labor, and has used the model established under that grant. When the County conducts a competitive Request for Proposals (RFP) process for WIOA, it includes specific criteria for an “OJT Broker.” The successful contractor then works as a “Broker” between businesses and workforce staff to help employers fill positions with candidates from program rosters. The “Broker” can generally write and execute contracts faster than the County can, and also reimburse employers faster. This makes the program more appealing to employers. OJT participants are also limited to the \$3,000.00 cap used for ITAs. The funding is a reimbursement to the employer who hires the person for the training necessary for the person.

Customized or Special Contracts: Over the years, the One-Stop has worked with industry and training institutions to develop special “exception” training programs. In the past, several apprenticeship programs have been established for classroom training in Solar Installer, Hybrid Mechanic, Histology Technician, Machinist, Electronic Technician, and Hospital Based Nursing. Classroom trainings have been created through this method as well. If an existing provider cannot conduct the training, an RFP process must be used.

If the demand for the training is consistent, then the curriculum that is developed is submitted to the ETPL by the training institution.