



Arizona (AZ) WIOA Matrix

Employment First State Leadership Mentor Program (EFSLMP)

No specific disability related information found.

Customized Employment

Persons with Serious Mental Illness (SMI): An Intergovernmental Agreement between DES/Rehabilitation Services and the Arizona Department of Health Services/Division of Behavioral Health Services exists to coordinate services to mutual clients. VR counselors are assigned to work with behavioral health clinical teams throughout the state in order to enhance service delivery and customer satisfaction in the provision of customized employment and vocational services.

Native Americans: Memorandums of Understanding with the American Indian VR Programs of the Navajo, Tohono O'odham, White Mountain Apache, Fort Mojave, Hopi, and Salt River Pima nations have been developed for the purpose of coordinating services to American Indians with disabilities that reside both on and off the reservation as well as provide technical assistance in areas of mutual interest.

Persons with Developmental Disabilities within the Foster Care System: Rehabilitation Services and DDD have a Memorandum of Understanding to enhance program delivery methods and provide customized employment services to mutual clients within the foster care system. Coordination, cooperation and collaboration between agencies will be facilitated by dedicated staff positions in an effort to provide and expand a continuum of comprehensive vocational services to the identified population. (Page 217)

Persons with Developmental Disabilities within the Foster Care System: Rehabilitation Services and DDD have a Memorandum of Understanding to enhance program delivery methods and provide customized employment services to mutual clients within the foster care system. Coordination, cooperation and collaboration between agencies will be facilitated by dedicated staff positions in an effort to provide and expand a continuum of comprehensive vocational services to the identified population. (Page 218)

- Provision of resources and strategies to help individuals with disabilities achieve competitive integrated employment, including customized employment and supported employment.

Increased access to supported employment and customized employment services for individuals with the most significant disabilities, including youth with the most significant disabilities, receiving services under the State VR and Supported Employment programs.

- Integration of the State VR program into the workforce development system. (Page 233)

Arizona (AZ) WIOA Matrix

Braiding/Blending Resources

To remove barriers across programs, the programs will work together to create one common menu of options for determining how skill gains will be measured that is based on each individual participant's starting point, not their funding source. Creating a common menu of options, rather than using separate definitions, will encourage co-enrollment across the core programs for youth and adults, as well as create opportunities for contextualized learning. For example, a common menu could support increased use of contextualized education and training, blending WIOA Title I funds for occupational training and WIOA Title II funds for contextualized basic skills education bridge programs. If separate definitions were used for these two funding streams, each participant in such a program would have to demonstrate measurable skill gains in two different ways, creating barriers to working across programs rather than breaking them down. (Page 65)

Section 188/Section 188 Guide

Describe how the one-stop delivery system (including one-stop center operators and the one-stop delivery system partners), will comply with section 188 of WIOA (if applicable) and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) with regard to the physical and programmatic accessibility of facilities, programs, services, technology, and materials for individuals with disabilities. This also must include a description of compliance through providing staff training and support for addressing the needs of individuals with disabilities. Describe the State's one-stop center certification policy, particularly the accessibility criteria.

One-Stop Center offices are overseen by DES specifically monitored annually to ensure accessibility for individuals with disabilities. The State is committed to making all services, facilities and information accessible for individuals with disabilities. This applies to all programs, activities, and services provided by or made available to potential employees, volunteers, contractors, service providers, licensees, clients, and potential clients within the One-Stop system. To reinforce this commitment, all recipients and service providers are required to provide written assurance in their agreements, grants and contracts that they are committed to and will comply with the requirements of the Workforce Innovative & Opportunity Act (WIOA) Section 188, Americans with Disabilities Act (ADA), Rehabilitation Act of 1973, and with 29 CFR Part 32 and Part 38. (Page 138)

DEI/Disability Resource Coordinators

No specific disability related information found.

Other State Programs/Pilots that Support Competitive Integrated Employment

- Expanded involvement in Council of State Administrators for VR (CSAVR) National Employment Team.

Arizona (AZ) WIOA Matrix

- Targeted outreach to employers, Chambers of Commerce, and employer organizations statewide.
- Increased activity with community rehabilitation programs.
- Providing disability awareness trainings to employers.
- Piloting Job Readiness Handbooks in offices.
- Implementation of job clubs in VR offices. (Page 258)

Financial Literacy/Economic Advancement

No specific disability related information found.

Benefits

Underlying the State Strategies is the guiding vision of an educated and skilled workforce which drives economic success in Arizona. This vision establishes the fundamentally interdependent relationship between the state's advancement in business and industry and its systemic plan for producing a pipeline of qualified workers to meet the needs of a burgeoning job market within each designated industry sector. Recent efforts established in concert with the previous workforce law, the Workforce Investment Act (WIA), have paved the way for an increasingly deliberate collaborative endeavor under WIOA. To realize the full mutual benefits of economic and workforce development throughout the State, Arizona has selected the following strategies, explained in detail in the table below: (Page 68)

The Workforce Administration has a primary focus on engaging and readying all jobseekers for employment and will work toward aligning workforce programs for a seamless and accessible workforce system that is inclusive of all jobseekers, connecting jobseekers with in-demand jobs, and supporting equal access to services and employment opportunities for all jobseekers, including those with barriers and disabilities. Active and strategic engagement and partnerships with educational partners and institutions in coordination with economic development agencies will further support positive outcomes for the employer and the jobseeker. Unemployment Benefits, VR and associated programs and many of the Wagner-Peyser and workforce programs will be housed within the DERS Workforce Administration. (Page 78)

DES is responsible for the administration and financial oversight for the Temporary Assistance for Needy Families (TANF) Program and the Supplemental Nutrition Assistance Program (SNAP). The Family Assistance Administration (FAA), within the DES Division of Benefits and Medical Eligibility, determines eligibility for applicants to receive SNAP, TANF and medical benefits. Individuals that are subject to federal work provisions, and who do not meet a qualifying exemption, are referred to the TANF Jobs Program or the SNA E&T Program respectively, both of which are administered by DES/DERS. (Page 87)

Arizona (AZ) WIOA Matrix

Expected from each of the partner groups. During these sessions the emphasis is on how TAA, WIOA Title I-B and Wagner Peyser staff will be working together as a team to offer the customer individualized comprehensive re-employment benefits and services.

Whenever possible after a lay-off occurs, Intake/Orientation sessions for the TAA and WIOA Title I-B programs are co-led and combined so the customer is being co-enrolled and observes firsthand the service integration between the two programs.

- As soon as a petition is certified, the TAA Coordinator works with the employer to get a list and contact information of all affected workers. The TAA Region office notifies all workers of their potential benefits and services available, provides program information and an application to be completed and sent back, in order to determine individual eligibility. Urgency is stressed as there are deadlines for certain benefits under the TAA program. Once an application is received, the Determination of Eligibility is completed and sent to the individual, along with the contact information for the TAA Counselors.
- The TAA Coordinator shares information with the Rapid Response Coordinator regarding the TAA petition. Rapid Response funds are used for these activities. (Page 148)

To ensure high quality training for both the participant and the employer, priority consideration will be given to training programs that are related to an in-demand occupation, aligned with career pathways and industry sectors and result in a recognized postsecondary credential. LWDA's are required to collect performance data on work-based training programs. LWDA's must 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. (Page 149)

- Fair and equitable pay that includes health benefits. This is a necessity for the laborers, as well as for the safety of our nation's food supply, and for reducing health and public assistance cost; and
- Pesticide and heat stress prevention training. Barriers that confront farm workers include, but are not limited to the following:
- Decreased demand for a farm worker labor force due to innovations in automated farming, agricultural technology, and application of chemical herbicides;
- Urban sprawl resulting in farm worker job displacement without corresponding assistance for reemployment;
- Lack of timely, reliable data and information pertinent to intrastate and interstate job openings and supportive services; (Page 171)

Programs for a seamless and accessible workforce system that is inclusive of all jobseekers, connecting jobseekers with in-demand jobs, and support equal access to services and employment opportunities for all jobseekers, including those with barriers and disabilities. Active and strategic engagement and partnerships with educational partners and institutions in

Arizona (AZ) WIOA Matrix

coordination with economic development agencies will further support positive outcomes for the employer and the jobseeker. Unemployment Benefits, VR and associated programs and many of the Wagner–Peyser and workforce programs will be housed within the DERS Workforce Administration. (Page 257)

- D. DETERMINE WHETHER COMPARABLE SERVICES AND BENEFITS ARE AVAILABLE TO THE INDIVIDUAL IN ACCORDANCE WITH SECTION 101(A)(8) OF THE REHABILITATION ACT.
- E. COMPLY WITH THE REQUIREMENTS FOR THE DEVELOPMENT OF AN INDIVIDUALIZED PLAN FOR EMPLOYMENT IN ACCORDANCE WITH SECTION 102(B) OF THE REHABILITATION ACT.
- F. COMPLY WITH REQUIREMENTS REGARDING THE PROVISIONS OF INFORMED CHOICE FOR ALL APPLICANTS AND ELIGIBLE INDIVIDUALS IN ACCORDANCE WITH SECTION 102(D) OF THE REHABILITATION ACT. (Page 271)

School to Work Transition

Under the umbrella of the IGA, DES/Rehabilitation Services provides coordinated transition services to 22 schools throughout the state. DES/Rehabilitation Services has 22 Third Party Cooperative Arrangements (TPCA) with PEAs to provide enhanced transition services. The TPCAs are commonly known as Transition from School to Work (TSW) programs.

DES/Rehabilitation Services works to engage students as early as possible within their high school experience for the purpose of developing an Individualized Plan for Employment (IPE) before the student exits school. To assist in the identification of an employment goal and completion of the IPE, DES/Rehabilitation Services provides opportunities for students to engage in pre–employment transition activities. These activities can include career shadowing and exploration, work adjustment trainings, disability adjustment services, and exploration of postsecondary education and training options while in high school. Services are provided help to prepare the student to successfully transition from high school to postsecondary education or training if appropriate, and competitive, integrated employment. (Page 219)

Students who are able to participate in the Transition School to Work (TSW) program through a Third Party Cooperative Agreement (TPCA) are afforded the opportunity to participate in a structured program of services which integrates vocational rehabilitation services into the classroom environment. These services are provided by both the local PEA staff and VR staff. Involvement in these enhanced services are intended to allow the student to learn skills necessary to ameliorate disability related barriers to achieving their postsecondary goals. PEA and VR staff will continue to develop and coordinate new transition services and expand or modify existing services to accommodate the needs of students with disabilities. (Page 221)

Arizona (AZ) WIOA Matrix

Data Collection

The list is a resource to be used by participants in the Adult or Dislocated Worker Programs to select a training provider once an assessment has identified a need for training in order for the individual to become employable. Additionally Trade Adjustment Assistance (TAA) and Vocational Rehabilitation (VR) also utilize the ETPL. Many WIOA participants have barriers to employment, and local areas are successful at matching the individuals to suitable training. However, up to this point, Arizona has not been emphasizing the need to have providers that serve individuals with a disability. Core partners will need to ensure that rural areas have adequate access to providers, reviewing the availability of computer/Internet-based training. There are reciprocal agreements with Montana, Nevada, New Mexico and Utah and their ETPL providers, and Arizona plans to add more reciprocal agreements with other states to increase training options. Among the issues that need to be addressed are the development of a comprehensive monitoring process and improved performance data collection. (Page 44)

- Arizona Job Connection System. Both the Workforce Development (Title I-B) and Employment Service (Title III) partners use the Arizona Job Connection (AJC), a comprehensive workforce case management and reporting system managed by America's Job Link Alliance (AJLA). AJC will provide case management, data collection and reporting capabilities for U.S. DOL programs to include: Veterans, Migrant and Seasonal Farmworkers, Re-employment, Trade Assistance, and Work Opportunity Tax Credit. There is flexibility to include other workforce-related programs such as the Jobs Program and Supplemental Nutrition Assistance Employment and Training (SNA E&T). In addition, AJC will improve the effectiveness and efficiency of DES and local ARIZONA@WORK Job Center partners in managing the activities of program participants. AJC consists of a comprehensive software system capable of reporting all required data to the U.S. DOL under the reporting requirements. The system requires minimal interaction to ensure data accuracy and timely reporting. (Page 51)

The DES Data Security Unit has developed a designated and secure e-mail address for the Unemployment Insurance Program, which Employment Service staff use to notify them of potential issues that may require adjudication by Unemployment Insurance staff. Employment Service staff are trained to identify all potential issues that may affect a claimant's eligibility for unemployment insurance benefits (Page 162)

This strategy will support the customer-centric goal of Arizona's workforce system by facilitating coordination of services and preventing service duplication. Partners intend for the data sharing agreements to include access to unemployment insurance wage record information as authorized by state law. The use of cross-system data matches, or data linking across core programs, will provide the data required to establish a workforce system informed by a data-driven decision making model. For example, data matches can identify successful programs in terms of placement, retention or wage growth. These successful programs can be targeted for growth and development. Underlying components of all strategies concerning data include the identification and maintenance for secure process for data collections, storage, transmission, and evaluation, along with adherence to all security protocols. (Page 86)

Arizona (AZ) WIOA Matrix

AJC is the comprehensive Internet-based workforce data system used by DES/DERS for WIOA Title I and Title III for case management, job bank, training provider listing, data collection, and reporting. Through data sharing agreements, AJC allows communication and efficiencies between DES and LWDA staff and providers in managing activities of workforce participants.

AJC features comprehensive software system capable of reporting all required data to the U.S. DOL. The system requires minimal interaction to ensure data accuracy and timely reporting. Further, AJC will:

- Meet the service, tracking, reporting and follow-up requirements under the U.S. DOL's performance measures for the WIOA, Wagner-Peyser Act and/or their successors; (Page 105)

Local adult education providers input program and participant data according to policy and have full access to their own data and reports for program improvement purposes. State staff can access all data at both the statewide and provider level to assist in desk monitoring efforts and to inform professional development needs across the State. In addition to adult education data collection, the Benchmark system manages high school equivalency testing records from 1942 to the present, collaborates with high school equivalency testing vendors for real-time access to score reports, provides data matching of secondary diploma receipt to the educational database, issues diplomas and transcripts to high school equivalency testing candidates, and provides access to transcript verification for third-parties through a secured web-based portal upon request by the high school equivalency testing candidate. Additional features provided by Benchmark Integrated Technology Services include: (Page 106)

- Option 1 - Develop a web-based system that leverages the existing data management systems of the state for maximum secure data sharing with minimal new cost investment. A web-based system meets the unique and combined needs of the core partners by facilitating client identification, streamlined access to participant information, and data collection across core programs. (Page 126)

At this time, real-time reporting is not possible due to multiple data systems and, lack of participant identifiers. Until system interoperability is fully realized, the core partners will create a work plan identifying required data elements, timelines for transmission, and responsible parties for all partners to meet WIOA reporting requirements. All partners will submit data to DERS for data collection and submission of combined reports. (Page 128)

Small Business/Entrepreneurship

No specific disability related information found.

Arizona (AZ) WIOA Matrix

Career Pathways

Workgroups were formed across task forces to address priority issues, and WIOA Resources and Planning Tools have been posted on the DES/DERS website at https://des.az.gov/sites/default/files/az_wioa_implementation_report_012315.pdf.

Workgroup members developed strategies and related action steps in the areas of communication, data, career pathways, sector strategies and common processes for core partners. (Page 8)

During the WIOA Transition Year, Arizona Adult Education implemented activities to address the intent of WIOA reauthorization, including assisting 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 expansion of distance and hybrid learning services to extend learning beyond the classroom; and the improvement of 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; (Page 46)

Goal 1. Create Partnerships and Strengthen Communication Strategy

1. Raise Awareness and Build a Comprehensive Network of Partners Strategy
2. Formalize Communication Between Economic and Workforce Development Partners at the Statewide and Local Levels Strategy
3. Align Policies and Procedures Across Core Partners, Facilitating Collaboration, Data Sharing, and Alignment of Services

Goal 2. Promote a Customer-Centric System Strategy

4. Develop a Workforce System and Services Accessible to All Employers and Jobseekers, Including Individuals with Barriers Strategy
5. Integrate Standard and Consistent Processes Across Core Partners to Facilitate a Seamless Delivery of Services Strategy
6. Implement Consistent, High-Quality Staff Training Across Core Partners

Arizona (AZ) WIOA Matrix

Goal 3. Grow and Develop a Skilled Workforce Strategy

7. Identify and Respond to High-Demand and Growing Industry/Employment Sectors at Local and Statewide Levels Strategy
8. Establish Model Career Pathways, Including Portable and Stackable Credentials and Soft-Skills Training, for Designated Industry Sectors Strategy
9. Implement Increased Opportunities for Alternative Training and Education, Including Work-Based Training and Registered Apprenticeships

Goal 4. Strengthen Data Utility and Reporting Strategy

10. Establish Process of Data Linking Across Core Programs to Ensure Core Programs Are Able to Share Key Data Elements for Shared Clients Strategy
11. Promote Evidence-Based and Data-Driven Decision Making Strategy
12. Identify and Document Obstacles and Establish Continuous Improvement Through Outcomes Analysis and Reporting (Page 68)

Employment Networks

- **Insufficient Resources for Vocational Rehabilitation.** As of the end of FFY 2015, 4,171 persons with disabilities are waiting for VR to receive additional funding so they can begin services to circumvent or ameliorate their disability-related barriers to employment and get back to work. Since 2009, the VR program has only been able to serve individuals with the most significant disability-related needs (Priority Category One). As all funding is limited, the VR program must rely on Third Party Cooperative Arrangements (TPCAs), Interagency Agreements, and Memorandums of Understanding with public, non-profit agencies to supplement 50 percent of the non-federal dollars needed just to continue serving the individuals in Priority Category One. Information and referral services are provided to individuals who are eligible but placed on a waitlist. Clients are given information about local community resources where they may be able to obtain employment related assistance. Clients who are eligible but placed on a waitlist for services are contacted via mail every six months in order to determine if they are still interested in VR services and want to remain on the wait list, no longer want or need VR services, or believe that there has been a change in their disability and would like to discuss options with their counselor. VR staff is tasked to follow up with any client who requests to speak with program staff about their disability. Referral information to the ARIZONA@WORK Job Centers and Employment Networks is provided in this communication to the client as well. (Page 54)

DES/Rehabilitation Services has five active Partnership Plus agreements with Employment Networks (ENs) within the context of the Social Security Administration Ticket to Work (TTW) program. These agreements are designed to establish an understanding of the reciprocal referral

Arizona (AZ) WIOA Matrix

process flow between agencies for individuals who have a TTW. DES/Rehabilitation Services is promoting the use of these agreements to the CRP providers who function as ENs, encouraging involvement in the provision of extended supports to clients after they have met a successful employment outcome with VR. (Page 223)

Collaboration with Employment Networks

DES/Rehabilitation Services has established five Memorandum of Understanding agreements with local providers for the provision of ongoing Partnership Plus services. Dedicated Rehabilitation Services staff continues to encourage provider agencies to become Employment Networks through the Social Security Ticket to Work program. Provider agencies will then provide extended supports following the successful conclusion of VR services to clients who are Ticket to Work participants. (Page 224)

- The overall fiscal constraints of being in an Order of Selection and serving only those individuals with the most significant disabilities hampered the ability to serve a greater number of individuals.
- Lack of active and local Employment Networks in Arizona.
- Inability to hire an additional Employer Coordinator to replace Pima County coordinator (Page 259)

Financial resources include long term supports provided by the Division of Developmental Disabilities or the Behavioral Health System. Additional sources such as a Plan to Achieve Self-Sufficiency (PASS) or Impairment Work Related Expense (IRWE) plan is available to individuals who receive Social Security award monies. Arizona holds agreements with five Employment Networks who may support individuals in employment after case closure from VR. Through collaboration with the Councils of Governments (COGs), Social Security Block Grant dollars are also utilized to provide extended support services after closure from VR. Natural supports in an employment setting can be developed while the client is receiving VR supported services. VR staff may also provide training to managers, supervisors, and coworkers in order to develop natural supports within the competitive and integrated employment setting. (Page 262)

* All enclosed information is cited directly from final state plan as of February 23, 2017

Find your local state plans here: <https://www2.ed.gov/about/offices/list/osers/ras/wioa/state-plans/index.html>