

# Santa Cruz County Workforce Development Board Agenda

Wednesday, March 08, 2023 / 12:00 pm - 1:00 pm Mike's BB's Restaurant (Back Room) 2841 N. Grand Ave Nogales AZ. 85621

- A. Call to Order
- B. Pledge of Allegiance
- C. Roll Call-Irasema Olvera
- D. Call to the Public
- E. Welcoming of New Board Members WIOA Director
- F. Adoption of Meeting Minutes January 18, 2023, Regular Board Meeting
- G. Budget Report Finance Department
- H. Action Items-
  - 1. Approval to Extend Training Services from 12 months to 18 months
  - 2. Extension of OSO Contract for 2 additional years
- I. Partner Reports
  - a. Title I Workforce Development
  - b. Title II Adult Education & Literacy
  - c. Title III Wagner-Peyser Act / Employment Services
  - d. Title IV Vocational Rehabilitation Services
  - e. Directors Report Irasema Olvera
- J. One-Stop Operator Report
- K. Board Reports
- L. Next Meeting Wednesday, May 10th, 2023
- M. Adjournment

# SANTA CRUZ COUNTY WORKFORCE INNOVATION AND OPPORTUNITY ACT LOCAL WORKFORCE DEVELOPMENT BOARD MEETING CASA32 Grill & Lounge (Back Room)

186 N. Grand Ave. Nogales, AZ 85621

### January 18, 2023 Minutes

### **Board Members Present**

Richard Brennan
Victor Cardenas
Louie Doyle
Maria E. Kinder
Norma Lucero
Karen King
Tom McAlpine
Dina Rojas-Sanchez
Christopher Young
Irasema Olvera
Dan Doyle
Jim Mize

### **Board Members Absent**

Efrain Trigueras Victor Heatherington Olivia Ainza-Kramer

### **Staff and Guests Present:**

Ludaniela Martinez (SCC WIOA)
Francisco Villaescusa (SCC WIOA)
Zaida Bustamante (SCCWIOA Program Manager)
Mauricio Chavez (SCC Finance)
Emmanuel Zuniga (SCC IT)
Javier De La Rosa (SCC IT)

- A. Call to Order The meeting was called to order at 12:01 by D. Sanchez
- B. Pledge of Allegiance
- C. Roll Call Quorum was present at the start of the meeting.
- D. Call to the Public –Introducing new WIOA Staff members Francisco Villaescusa as Out-of-school Youth Career Advisor and Zaida Bustamante as WIOA Program Manager
- E. Adoption of Meeting Minutes November 30, 2022
  - Confirming all Board Members had read and reviewed the November 30<sup>th</sup> minutes V. Cardenas motioned to approve the minutes as presented. The motion was second by D. Doyle and unanimously approved.
- F. Budget Report - SCC Finance Department
  - Mauricio SCC finance director went over fund availability that will be ending within the fiscal year (amounts detailed in printout provided)

- Questions on how expense trends compare to the previous years' expenses.
  - o There is more expenditure available for participants that are able to participate.
  - o These understands that these funds have a lot of eligibility requirements to be able to be eligible to the programs, rigorous process for them to qualify to upkeep and stay compliant.
  - o if they are not spent before the end of the next fiscal year, funds do not carry over to the following fiscal year.
  - Admin expenses include office expenses, expenses the director or assistant director spends in training, etc. The percentage of each category goes to admin expenses which include all previously mentioned expenses
  - OSY is being targeted the most according to Irasema

### G. Partner Reports

### 1. Title I – Workforce Development- Irasema Olvera

- We welcomed new team members Francisco Villaescusa as a Workforce Development Specialist and Zaida Bustamante as our new Program Manager, making us now fully staffed. Title 1 dedicated most of December to in-house training and making sure all staff was ready to start working with interested participants. Traffic in our office has started to pick up in the new year partially because of the final set of personnel being let go due to the closure of the AMMA Cultivation facility. We have been seeing an average of 150 clients per week, with a total of 965 clients from 12/1/22 to 1/12/23, which includes the Rapid Responses for people dislocated from the Amado Facility. We have launched the pre-registrations for our youth programs to the public, as of 1/2/2023 we have 18 students on our waitlist. We have started to hold Job Skill Workshops and Program Orientations for the public interested in participating in the programs.
- Our staff attended and gave brief presentations on all programs offered thru Title I at the Title II Student Orientations at the launch of their new cohort. Staff also provided Rapid Response Services for more of the layoffs from the AMMA Cultivation. A total of 27 people since the start of the new year have been provided with Rapid Response Services.
- We are still attending various partner meetings, collaborating at local and state levels in an attempt to identify and address specific needs and or skills that employers are seeking with the ultimate vision of strengthening our local workforce and meeting all required objectives.
  - Comments:
    - Dina mentions that there will be more movement coming from the board once they get a better understanding of what their roles are and what they can do to help
- 2. Title II Adult Education & Literacy- Christopher Young Santa Cruz County Superintendent's Office

### Enrollment

- Goal is 200 students
- 134 active students
- 60 new students
- 194 total students total
- \*Last year the number of active students was 131 but we do not have the number of new students.
- Percentage Achieving Measurable Skill Gains
  - Goal is 42%
  - We are currently at 25%

• We do not have a report that reflects last year's percentage for this specific date. The most recent comparison we have is that in November 2023 we were at 16% compared to 18% at November 2022.

### Comments

- We celebrated our Winter/Fall 2023 HSE graduation and ELLA completion on December 20<sup>th</sup>.
- We had our Winter 2023 cohort teacher orientation on January 9<sup>th</sup>.
- We have a new English teacher Marcelle Bristol.
- We started our Winter 2023 cohort on January 10<sup>th</sup> with great success and enthusiasm.
   The students were given an hour-long orientation including presentations by Title I and Pima Community College.
- All classes are now at the Community College.
- Teachers will be attending an in-person training on February 3<sup>rd</sup> and 4<sup>th</sup> in Tucson concerning English Language Standards. This training also includes 2 additional webinars.
- We have moved an entire computer lab to the Community College along with the 60 laptops that were purchased by South32.

### Moving Forward

- Focus is on continuing to increase enrollment and measurable gains. We will be adding another English class at 6 pm next semester to push enrollment over 200 students.
- We will be promoting the HSE program intensely since we no longer have a waiting list for them.
- We will be meeting with South32 along with Title I to discuss apprenticeships and possible IET programs.
- We will be implementing a teacher evaluation during the 5<sup>th</sup> week of this semester.
- Additional Comments
- Should be able to reach their goal of being compliant
- Highlights: had 8 HSE graduates and 4 ELAA Students at their ceremony, teachers and superintendent spoke
- Start of new cohort increase of enrollment, focus on tests
- Held survey with students to see what kind of certification students would be more interested in
- Dina asked if they can be sent a brochure with all the information for people who might need it for employers
- Average of HSE students is around 20s, avg ELAA is around 40
- Discussion about test recommendations

### 3. Title III - Wagner-Peyser Act / Employment Service - Victor Cardenas

- Santa Cruz County: Months of November to January 2023
  - Nogales has been able to provide 21 referrals / compared to 28 from last year, and staff
    has successfully placed 36 clients in meaningful employment compared to 48 from last
    year.
  - Nogales has had 93 job openings in AJC/ System. Will not allow comparison.
  - Staff in Nogales have served approximately 307 clients compared to 260 from last year, which registered 140 in AJC compared to 165 from last year.
  - We as an administration are working with the Foreign Labor Certification unit to assist in the housing inspection for the Farmworker population.

### Comments:

• Change of director, Angie Rogers

- Excelling goals, they have a virtual team but they do credit the increase to the local county employees
- Dina appreciate that format has changed for program reports, easier
- 4. Title IV Vocational Rehabilitation Services Ma. Elizabeth Kinder VR Supervisor (Nogales, Sierra Vista, Douglas)

### a. Program Overview:

- VR is using a hybrid model for delivering quality services to job seekers. VR staff are actively
  working in the community (field) and in the VR office each week meeting with clients in person
  or virtually depending on the client's choice.
- o VR Counselors will be in the office at least two days per week and work in the field with clients.
- The Nogales team is comprised of two VR Counselors (VRCs) serving two distinct populations, aside from the General disability referrals from the greater Nogales region. A VRC serves the Severe Mentally III population, and another VRC serves the youth in High School who are needing Transition School to Work services.
- O VR's new Rehabilitation Tech will be officially starting on Monday, January 23rd, 2023.
- o FY 2022 2023
- o Data Search: **7/1/22 01/31/23**

### Nogales

- Referrals: **57** Compared to last year with the same date range: *51*
- Eligibilities: 26
- Individualized Plans for Employment: 19
- Successful closures: 11 Compared to last year with the same date range: 9
- Note: The above numbers were generated from filtering VR's internal data management system and cross-checking internal tracking systems.
- The TSW VR Counselor is continuing to work with the transitioning youth during their winter school break by meeting with students in person and virtually. The VRC also took two weeks to go on vacation in December while the schools were closed due to the Holidays.
- The SMI VR Counselor continues her work with the severely mentally ill
  population and collaborates with the local behavioral health agencies. The VRC
  is also learning to better navigate the criminal justice system in supporting
  clients with criminal records.
- Our new RT starting in January will be going through approximately two months
  of training before being ready to assist clients directly. The VR Supervisor will be
  visiting Nogales more frequently to assist her during this time.

### Collaboration meetings:

- o Behavioral Health Clinic site visits bi-weekly
- Transition School to Work meetings with VR Counselor and High School students
   -weekly
- VRS met with Irasema to discuss future Title partner training and meetings

### Cross referrals with ARIZONA@WORK (Titles):

O The tracking system is in place with the Receptionist at the front desk at ARIZONA@WORK Job Center. VR Counselors refer clients to our front desk personnel during the intake with all new clients. Staff utilizes a tracking system to capture the referrals shared between all partners.

### 5. Directors Report: Irasema Olvera

As the new team receives training we are committed to providing full services to our clients looking forward to being fully staffed

- We were able to able to get Rio Rico Fire Department on Eligible Training Provider List and 7 OSY have enrolled, who started in November 2022 with as many support services as possible. We will be having a meeting this afternoon with them to try to have a better understanding of the logistics
- We have applied to Youth Systems Building Academy, the application was sent in with the help of Maritza Cervantes, Chris Young, and other community partners. We were notified this Monday that the application has been received an answer will be received by the end of this month.
- Board recertification, most had expired membership but it was extended for a bit, 8 members were removed that were no longer showing up to the meetings were. Trying to get more business members to join and be part of our board, reached out to South32 and to Fernando Sandoval from Martinez Group. C. Young has submitted some recommendations as has D. Sanchez whose recommendation works in produce, these recommendations have to be entered into the state and board. Georgina from Santa Cruz Center will also be nominated as a board member.

### Comments:

- Dina mentions we need board members who will actually show up and are not just here by title but here present and wanting to participate in what is needed. There are members who have never shown up and they will be exited from their position, exits will be staggered so there is not a sudden removal of all board members and so that enrollment is not sudden.
- o Irasema wants there to be more involvement from the board and for them to have a better understanding of program functions and program capabilities.
- Apprenticeship program contact with Irasema and Chris, they are trying to initiate the process for when South32 moves in.
- o McAlpine would like to be part of the South32 movements and says young people in our community try to stay local with their families.
- O Chris emphasized on internships/apprenticeships, we need to find employers and participants that are willing to commit for at least 2 years to the apprenticeships
- Superintendent has internships for High School students (not with RRHS but not entirely removed from it) but not apprenticeships,
- Jim Mize apprentices are a group of people put together in a training program.
   Definitions are up in the air and not traditional ideas most people might have in mind.
- Karen King- apprenticeships need to be registered company within the state of Arizona

### H. One-Stop Operator Report – Jim Mize

- Irasema, Director of the Santa Cruz One Stop, and I continue to do outreach in the community to expand the Partner list for Santa Cruz County.
- I have been in contact with Irasema on any issues that I can be of help with. We speak at least once a week.
- I attended the weekly Business services representative meetings, hosted by Jalensky Irons, Deputy Administrator of Employer Services, DES. The subject matter for this month was Professional Technical Services.
- There were no approved TAA designations for companies. The TAA program is still on hold and awaiting congressional approval. This program has been in limbo for almost a year. No WARN notices were issued for the month.
- Nicole (State Rapid Response Coordinator) did announce that a Distribution Center in Buckeye would be laying off approximately 500 employees after the first of the year.

She indicated that she had heard of a possible layoff in Tucson after the first of the year. She did not know the name of the company. I contacted the Business Services Team in Tucson, but they had no information.

- Nicole also announced a merger between Fry's, Safeway and Albertson are in the making.
- Several job fairs were held throughout the state. Mesa held a Second Chance job fair.
   Only about 30 people attended. A veteran's job fair was held in Tucson; it was disappointing with the low turnout of clients. Apparently, the bulk of employers is still using a fairly strict screening tool for ex-felons.
- Bob Milner of Tucson announced that Pima County was going to hold a Stand-down in March 2023. Details to follow.
- David Hughes of AJC announced that the program will increase the size of its template for businesses, to 5,000 characters. Hughes also indicated the Job Order process would be revamped in 2023.
- Ken Carpenter of U.S. Logistics (based out of Michigan) introduced his company. The company sets up audio, and visual, services. They also provide IT and networking support for companies. Currently, they only operate out of Phoenix. Johnathon Pierce of Pima County asked about Job Shadowing opportunities within the company. Carpenter said he was open to the idea.
- Due to the holidays, we did not hold the monthly partner meeting. Additional Comments:
- Welcomes Zaida
- OSY focus is an issue state-wide. Recruiting businesses is also complicated, think it is up to the board and private sectors to bring in more OSY participants
- Pima College meeting, all expenses paid by Jim Click, 5 Nogales students, and 2 Rio Rico High School students, trying to increase skillsets
- More money available will only be available to clients who have been participating, and will not bring in new members
- A lot of job fairs and a lot of people show up, but not a lot of jobs retained
- Core partner meetings and community partner meetings will start back up again

### I. Board Reports:

- a. McAlpine mentions Mariposa has hired a psychiatrist, another person who is doing an apprenticeship while they obtain their Doctorates
  - I. On Feb 1 he will be at public libraries providing info on community resources
  - II. Dina would want community resources to be shared with the board if Irasema could get packets from Tom together to share all that information with the board members to get it all out to the community
- b. Dan Doyle wondering who is supposed to give the reports on Veterans. Asks why veteran suicide rates have increased
  - Victor provided some information and some resources. Dina emphasizes the importance of sharing resources for the community including veterans
  - II. McAlpine shares a suicide prevention hotline, not just for veterans but for anyone who might need it. More mental health assistance is being provided for anyone who might need it
- c. Chris Young- thanks Irasema and title 1 staff for communing to their events. Within 2 weeks Superintendents will be moved into the 1904 courthouse. Marcy Bristol is coming back as a teacher

- I. Is available funding for promoting that they could use to make a social media campaign for early childhood month
- d. Karen King is trying to get more down to the southern AZ, they are trying to get more work down in the area. Wants there to be more contact from students directly and not from their parents or grandparents
- e. Maria Kinder welcomes new staff and knows Irasema is excited to now be fully staffed.
- f. Feb 6 job fair 11-2 from Dina. Certification and license driven, have had a high turnout and hire. Will be at the hospital but not IN hospital
- J. Next Meeting Wednesday March 8, 2023 Location TBD

### K. Adjournment

 D. Sanchez motioned to adjourn the meeting, seconded by C. Young, and V. Cardenas and unanimously approved. The meeting adjourned at 1:00 PM

Fund	Program	Awarded	Spent	Available	Starting date	Ending date
X727/X728	Youth (In and Out) PY21	426,548.00	201,592.00	224,956.00	4.1.21	6.30.23
	Youth (In and Out) PY22	364,451.00		364,451.00	4.1.22	6.30.24
	Total Youth	790,999.00	201,592.00	589,407.00		
X739	Adult PY21	65,763.00	65,763.00	_	7.1.21	6.30.23
	Adult FY22	309,950.00	35,184.00	274,766.00	10.1.21	6.30.23
	Adult PY22	58,714.00	55/25 1155	58,714.00	7.1.22	6.30.24
	Adult FY23	262,383.00		262,383.00	10.1.22	6.30.24
	Total Adult	696,810.00	100,947.00	595,863.00		
					7.4.24	5 20 22
X740	Dislocated Worker PY21	55,571.00	55,571.00		7.1.21	6.30.23
	Dislocated Worker FY22	236,458.00	52,313.00	184,145.00	10.1.21	6.30.23
	Dislocated Worker PY22	46,932.00		46,932.00	7.1.22	6.30.24
	Dislocated Worker FY23	186,451.00		186,451.00	10.1.22	6.30.24
	Total Dislocated Worker	525,412.00	107,884.00	417,528.00		
X741	Admin/Youth PY21	47,394.00	27,228.00	20,166.00	4.1.21	6.30.23
7.7-12	Admin/Adult PY21	7,307.00	•	7,307.00	7.1.21	6.30.23
	Admin/Adult FY22	34,439.00		34,439.00	10.1.21	6.30.23
	Admin/Dislocated Worker PY21	6,175.00		6,175.00	7.1.21	6.30.23
	Admin/Dislocated Worker FY22	26,272.00		26,272.00	10.1.21	6.30.23
	Admin/Youth PY22	40,495.00		40,495.00	4.1.22	6.30.24
	Admin/Adult PY22	6,524.00		6,524.00	7.1.22	6.30.24
	Admin/Adult FY23	29,154.00		29,154.00	10.1.22	6.30.24
	Admin/Dislocated Worker PY22	5,215.00		5,215.00	7.1.22	6.30.24
	Admin/Dislocated Worker FY23	20,717.00		20,717.00	10.1.22	6.30.24
	Total Administration	223,692.00	27,228.00	196,464.00		
	Totals	2,236,913.00	437,651.00	1,799,262.00		Overall

### Note:

PY/FY allocations are based on awards approved by the State according to Contract DI121-002288 A1 & A2



# Santa Cruz County Local Workforce Development Board Partner Reports

### Title I: Santa Cruz County Workforce Development

- We welcomed the newest member of our team, Cresencio Mata. He is our student driver and will be taking students to school if transportation is something the student requests. Title 1 has attended 19 outreach events since the last LWBD meeting. Some of those events have been the Rio Rico and the Pierson High School Career Fairs, the 100<sup>th</sup> Anniversary of the Rio Rico Library, the Superintendent's Exhibition of Career & Technical Education (CTE), and Joint Technical Education District (JTED) programs. Through outreach, a Community Partner group was created in order to have monthly meetings and share news, resources, and upcoming events amongst all partners to better serve our community. Some of these partners are Southeast Arizona Health Education Center (SEAHEC), Pima Community College, Mariposa Community Health Center, MIKID, and C-CREO Program with the Superintendent's Office, to name a few. In the first week of February, we had a Data Validation Audit which was conducted virtually; Six cases/participant files were audited for Program Year 2022, and we received an accuracy rate of 100%. We have an H1-B student who just entered into IT training on 02/27/2023 and we have
  - o H1-B: 1 entered into training on 02/27/2023
  - o In-School Youth (ISY): 3 seniors will be graduating who are currently doing Work Experience (wex) and currently have
  - Out of School Youth (OSY): 4 participants in the process to have training approved (Human Resources, Accounting, EMT, Electrician)
  - Adult: 5 in the process to have training approved (CDL and EMT) & 2 receiving basic services

Title II: Santa Cruz County Adult Education Santa Cruz County Superintendent's Office

### Enrollment

Goal is 200 students

145 active students

80 new enrollment students for March 21st start date

10 possible new enrollment students for IT class for March 21st start date

\*Last year the number of active students was 131 but we do not have the number of new students.

### Progress exams

Goal is 75% by June 30

We are currently at 33% Last year's percentage was 36%

### Comments

- Students and Teachers appreciate having classes at the Santa Cruz Center.
- Staff took a WIOA cross-training course on February 24th.
- Teachers and staff attended an in-person training on February 3<sup>rd</sup> and 4<sup>th</sup> in Tucson concerning English Language Standards. This training also included 2 additional webinars which were completed.
- We had an ADE deskstop audit which showed fewer exams being placed this year than last year and also with more errors. Staff met and are executing strategies to remedy the situation.

### **Moving Forward**

- We will be adding another English class at 5 pm next semester to push enrollment over 200 students. We are searching for another teacher.
- We will continue promoting the HSE program intensely since we no longer have a waiting list for them
- Sandra Davila entered all classrooms to give basic IT instruction which is part of our IT strategic plan.
- The 5<sup>th</sup>-week teacher evaluation was applied and will have results for the next board meeting.
- Will have a follow-up ADE desktop audit at the end of March to evaluate progress.

### Title III: Division of Employment Workforce Development Administration

Jan-Fel	ס	
	2023	2022
Staff assisted Registration	119	89
Total Services Provided	1,108	1,111
Total Job Seekers	256	224
New Job Orders	13	NOT ALLOWED
Job Referrals	32	18
WIOA Referrals to Title I	10	12
Job Placements	54	52

- Teamed up with Veteran Readiness and Employment (VR&E) staff from the Veterans Affairs Office for AZ to assist in the referral process of all Chapter 31 recipients: Veteran Readiness and Employment (VR&E) (Formerly known as Vocational Rehabilitation and Employment) services to help with job training, education, employment accommodations, resume development, and job seeking skills coaching. Other services may be provided to assist Veterans and Service members in starting their own businesses or independent living services for those who are severely disabled and unable to work in traditional employment.
- Teamed up with the Arizona Department of Veteran Services (ADVS) to conduct Co-Outreaches
  with both organizations to reach out to the targeted population as directed by the Department
  of Labor for these demographics: Native American Veterans, Military Spouses, Women
  Veterans, and LGBTQ+ Veterans. We also assist them to be stewards of their Toolkit Program.
  - o JVSG-Toolkit Stewards of the program: Unemployed veterans in Arizona who have a potential employer; must be enrolled in a DES employment program.
  - o Provides financial assistance to unemployed veterans to purchase supplies needed to start work in any industry.
- Teamed up with Arizona Coalition for Military Families (ACMF) to assist in assessing the needs of Arizona's military and veteran community in efforts to refer to supportive services and funded programs. The Arizona Coalition for Military Families launched on August 19, 2009. In the last ten years, military, government, and community organizations have come together to build support for all who serve. Take a journey through a decade of collaboration.
- Lastly- Still assisting in all efforts with the Foreign Labor Certification (FLC) unit for the agricultural housing unit inspections (State-wide).

### Title IV: Vocational Rehabilitation

### **Program Overview:**

Vocational Rehabilitation Services (VR) is using a hybrid model for delivering quality services to job seekers. VR staff are actively working in the community (field) and in the VR office each week meeting with clients in person or virtually depending on the client's choice. VR Counselors will be scheduled in the office for a minimum of two days per week and/ or work in the field with clients.

- The Nogales team is comprised of two VR Counselors (VRCs) serving two distinct populations:
  - A VRC serves the Severe Mentally III population
  - A VRC serves the youth in High School who are needing *Transition School to Work* (TSW) services.
- VR's new Rehabilitation Technician started **January 23rd** and has completed her mandatory trainings. She is currently getting familiar with her job duties and collaborative teams.

FY 2022 - 2023

Data search: 7/1/22 - 02/28/23

<u>Nogales</u>

Referrals: 73

Compared to last year with the same date range: 56

Eligibilities: 38

Individualized Plans for Employment: 27

Trial Work Plans: 2

Successful closures: 13

Compared to last year with the same date range: 10

Note: The above numbers were generated from filtering VR's internal data management system and cross-checking internal tracking systems.

The TSW VR Counselor is meeting with the transition youth in person and virtually in the Nogales and Patagonia school districts. We are continuing our efforts in reaching the administration at Rio Rico HS for information sharing and program presentation opportunities.

### Recent TSW Outreach:

- The VR Counselor and Rehabilitation Technician attended the Pierson HS Career Fair Feb 22nd speaking with students.
- The VR Counselor also attended the Nogales HS Family Resource Night on 02/23/23.
- The Rehabilitation Technician attended the Santa Cruz County School Superintendent's Office Meet and Greet on March 1st.

The SMI VR Counselor continues her work with the severe mentally ill population and collaborating with the local behavioral health agencies. As was mentioned at the last Board meeting, one of two BH agencies is shutting its doors in Nogales. However, I can confirm that VR clients enrolled at CHA have been successfully transferred to other BH agencies. The VR Counselor has been working closely with these clients as they get settled with their new BH services team and continue with their vocational planning.

### • Collaboration meetings:

- Behavioral Health Clinic site visits bi-weekly
- Transition School to Work meetings with VR Counselor and High School students weekly
- VRS has met frequently with Zaida Bustamante to get ARIZONA@WORK updates, and discuss Title partner training, meetings, and office logistic planning.

### Cross referrals with AZ@Work (Titles):

- Tracking system is in place with the Receptionist at the front desk at AZ@Work.
- VR's Rehabilitation Tech is trained and on board with taking new referrals via phone, email, or in-person now.
- VR staff attended the AZ@Work meeting on 02/24/23 with other Title partners to discuss the front desk duties and operations.
  - \*\*\* VR staff will implement a spreadsheet to be shared with AZ@Work regarding tracking VR follow-up with new and pre-existing referrals shared between WIOA Titles.

### One-Stop Operator Report Santa Cruz County One-Stop Operator ARIZONA@WORK – Jim Mize

Irasema Olivera, Director of the Santa Cruz One Stop, and I, continue to do outreach in the community to expand the Partner list for Santa Cruz County. We are going to do an extra effort this year to increase the number and quality of Partner meetings. This month Zaida Bustamante, Program manager has taken the lead to develop the Community Partners in Santa Cruz. She is doing a tremendous amount of outreach into the community. Zaida and I are in constant contact.

We have clarified the difference between Core Partner meetings and Community Partner meetings. The Core Partner group is basically a meeting with the Santa Cruz One-Stop staff, located at the One Stop Center, to discuss any personnel issues or program issues that need to be addressed. We will hold the Core partner meetings once a month, with one of the Core Partner meetings being held on the day of the Bi-monthly Board meeting. The Community Partner meetings will primarily be with agencies or organizations that support the clients of One Stop. From experience, I have found that many agencies do not necessarily know what each of them does.

During the weekly, Jalensky Irons Business Services Rep. meeting, I asked each of the reps. to put me on their distribution lists of Job Fairs or other events, including, any that specifically are addressed to the military job fairs. I will send out these notices to all of Southern Arizona Partners. Bob Milner of Tucson announced that Pima County was going to hold a Stand-down in March 2023. Details to follow. In late December Bob held a job fair at Davis Monthan to promote private sector jobs for departing military. I notified Bob to include me on the events like this; so, I can spread the word in the Nogales area as well as Southeastern Arizona.

I represented Southeast One Stops and Southern Arizona One Stop at the Ford Asset program kickoff. It is a two-year program sponsored by Jim Click Ford. Nogales has 5 students enrolled in the program and Rio Rico has two. The class started mid-January. It will lead to an Associate's degree in Automobile Services. In time, students working in this field, can earns upwards of six figures. Art Basurto, Pima County Program Manager at SER, is lead on this effort.

Susan Standen Regional Coordinator for Southern Arizona announced that the TAA (Trade Adjustment Act) has been extended for a year. They are serving clients laid off prior to June 2022. There were no approved TAA designations for companies for this current period. This DOL funded program has been in limbo for almost a year. No WARN notices were issued for the month.



### **YOUTH ELIGIBILITY WIOA TITLE I-B CHECKLIST**

OSY Eligibility Criteria	ISY Eligibility Criteria
<ul> <li>Needs to be:</li> <li>Not attending secondary or postsecondary school</li> <li>Not younger than the age of 16 or older than 24 at the time of enrollment</li> </ul>	<ul> <li>Needs to be:</li> <li>Attending school including secondary and postsecondary school</li> <li>Not younger than the age of 14 or older than the age of 21 at the time of enrollment</li> <li>Low income</li> </ul>
<ul> <li>School dropout</li> <li>Within the age of compulsory school attendance (AZ is 6-16)</li> <li>Has a HS diploma or Equivalency diploma who is low income, basic skills deficient or an English language learner</li> <li>Offender</li> <li>Homeless or runaway</li> <li>In foster care; has aged out of foster care; taken out of foster care for kinship guardianship or adoption</li> <li>Parenting or pregnant</li> <li>Has a disability</li> <li>Low income and needs additional assistance to enter or complete an educational program or to secure employment</li> <li>Receives or is eligible to receive free</li> </ul>	<ul> <li>Basic skills deficient</li> <li>English language learner</li> <li>Offender</li> <li>Homeless or runaway</li> <li>In foster care; has aged out of foster care; taken out of foster care for kinship guardianship or adoption</li> <li>Parenting or pregnant</li> <li>Has a disability</li> <li>Low income and needs additional assistance to enter or complete an educational program or to secure employment</li> <li>Receives or is eligible to receive free or reduced-price lunch</li> <li>Live in a high-poverty census tract</li> </ul>

## ADULT ELIGIBILITY WIOA TITLE I-B CHECKLIST

### **Adult Eligibility Criteria**

### Needs to be:

- 18 years of age or older
- Authorized to work in the U.S.
- If the male registered to Selective Services

### And one or more of the following:

- Receives or is a member of a family that receives (currently or in the past six months)
   TANF, SNAP, SSI, or
- In foster care; has aged out of foster care; taken out of foster care for kinship guardianship or adoption
- Homeless or runaway
- Receives or is eligible to receive free or reduced-price lunch
- Deficient in basic skills

## DISLOCATED WORKER WIOA TITLE I-B CHECKLIST

### **Dislocated Worker Eligibility Criteria**

• Authorized to work in the U.S.

### And one or more of the following:

- Terminated or laid off
- Eligible for UI benefits or has exhausted UI and is unlikely to return to the industry or occupation
- Lost job from permanent closure or substantial layoff or a plant, facility, or enterprise
- Was self-employed and now unemployed because of economic conditions or natural disaster
- Displaced homemaker
- Spouse of a member of the Armed Forces who lost employment due to a permanent change in duty station or is unemployed, underemployed, and has difficulty finding or upgrading employment

Note: There is no age limit. Customer is requesting individualized services from Workforce Solutions



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## Job Description: Local Workforce Investment Board (LWDB) Member

The purpose of the Workforce Investment Board is to be the region's expert and leader in workforce development, by identifying workforce issues and concerns and by bringing together the necessary assets to facilitate solutions that foster prosperity. Activities of the board include gathering and disseminating information about the area's labor market and businesses' employment needs; building a strong area-wide workforce development system; convening groups of businesses, schools, and other organizations to develop solutions to workforce development challenges; and overseeing the network of Workforce Development Centers.

#### Qualifications

- Desire to make a positive contribution to the region's economy by helping shape a workforce development system that meets the needs of employers and individuals.
- Commitment to devote time and talent to working with other board members, staff, businesses, public officials, and public and private sector partner organizations to improve the quality of the workforce.
- Position as a senior-level decision-maker in your organization.

### **Expectations**

- Regularly attend board and committee meetings.
- Notify the board chair or the executive director when you are unable to attend meetings.
- Join and participate actively in at least one standing committee of the board.
- Be prepared for board meetings by staying informed about board matters, and reviewing materials sent in advance of the meetings.
- Get to know and respect other board members, building collegial relationships that contribute to effective decision-making.
- Act and vote on behalf of the long-term interests of the board and the community and not on the interest
  of a single constituency.
- Avoid conflicts of interest. If a conflict on a particular issue is unavoidable, disclose the conflict and follow Board policies for removing oneself from discussion and/or vote on that issue.
- Understand and observe the respective roles of the Workforce Investment Board (WIB), board staff, the One-Stop Operator, service providers, and the Chief Elected Officials.
- Take advantage of opportunities to become more educated about the Workforce Investment Board and the region's workforce development system.
- Act as an ambassador of the board with community groups and businesses.

### **Time Requirements**

- The board meets bi-monthly with meetings normally lasting from one to two hours.
- · Committees generally meet no more than quarterly, with some committees less frequently.
- Average time commitment for members is approximately three-to-four hours per quarter.
- Individuals are appointed for three-year or two-year staggered terms.

### **Board Committees & One Stop Center Staff**

- Executive Committee comprised of the LWDB chair and vice chair. (Dina Sanchez, Richard Brennan, & Dan Doyle)
- Fiscal Committee responsible for oversight of all LAI Fiscal matters. (Mauricio Chavez, Patricia Azcue)
- Youth Committee: compromised of designated board members & community members (Christopher Young)
- Program Service Provider Santa Cruz County Responsible for oversight of Adult, Dislocated Worker, and Youth (In/Out) Title IB Services.
   (Zaida Bustamante- Program Manager & local staff)
- One Stop Operator: Oversees the Coordination of Service Delivery of the One Stop Center (Jim Mize)

# Santa Cruz County Workforce Development Board

### Conflict of Interest Policy

Santa Cruz County Workforce Development Board (SCC WDB) recognizes that all members of this body have been appointed by the Santa Cruz County Board of Supervisors as authorized in the Workforce Innovation and Opportunity Act (WIOA) Section 107. Each member has been appointed because of his/her recognized expertise, talent, knowledge, experience, professional involvement, and personal associations relating to Santa Cruz County's business community and population at large.

The WIOA recognizes the inherent potential for a Conflict of Interest and to ensure that members of the SCC WDB avoid any potential, appearance, and/or actual conflict of interest this Policy has been adopted by the SCC WDB.

The SCC WDB shall follow Arizona Conflict of Interest Law as set forth in Arizona Revised Statutes, Section 38-501 following, and Section 38-447.

SCC WDB members shall avoid both conflict of interest and the appearance of a conflict of interest in the conduct of the SCC WDB business. A potential conflict of interest exists if an SCC WDB member takes any action, which would be to his/her private financial gain or loss, or to that of his/her family or employer, or any other apparent legal conflict of interest. A potential conflict does not exist if the financial gain or losses affect to the same degree all people in the LWIOA or a large class of people with which the member is associated. Each individual serving on the SCC WDB must sign a **Conflict of Interest Form** upon appointment to the SCC WDB. (See Attachment A). The signed Conflict of Interest Form shall be retained by the SCC WIOA One-Stop Operator.

If a potential conflict of interest arises, the affected SCC WDB member must give notice before taking action. Such disclosure of potential conflict of interest including the source of conflict will be made part of the minutes of the meeting. The affected SCC WDB member must refrain from discussing and/or voting on that issue.

# Santa Cruz County Workforce Development Board

### Conflict of Interest Signature Form

I, have been appointed to the Santa Cruz
County Workforce Development Board (SCC WDB) and have received, read and understand the Santa Cruz County Workforce Development Board Conflict of Interest Policy.
I certify that I am not involved nor will be involved, in any discussion, or participation of vote that would influence the decision regarding the provision of any services or goods that may be provided by the SCC WDB.
I understand that any false statement on this Form or any violation of the SCC WDB Conflict of Interest Policy may be grounds for disciplinary action which may result in sanctions and removal from the SCC WDB.
In addition, I am aware that the State of Arizona Statues may apply.
If a potential or actual Conflict of Interest is declared before or during an SCC WDB meeting, please fill this section and abstain from discussions and votes of matters in which the potential of an actual conflict of interest exists.
Date:
Members Name:
Member Signature:

Your Partner For A Stronger Arizona

Katie Hobbs Governor Angie Rodgers Director

February 24, 2023

Santa Cruz Workforce Development Board 610 N. Morley Avenue Nogales, AZ 85621 (520) 375-7670 ext 8014

**RE: FINDINGS** 

Dear Director Olvera,

The Department of Economic Security (DES) Quality Assurance and Integrity Administration (QAIA) Workforce Innovation and Opportunity Act (WIOA) section, conducted case desk audit file reviews for the Santa Cruz County Workforce Development Board in January 2023. The review determined compliance with WIOA Title I-A Governance requirements.

Based on the review conducted, there were no findings noted. With the receipt of this letter, please be advised that the review is considered closed.

If you have any questions, feel free to contact me directly at (480) 309-2326 or tarasmith@azdes.gov.

Sincerely,

Tara Smith
WIOA Title I-A Governance Auditor
Quality Assurance & Integrity Administration

Cc: Jacqueline Butera, Quality Assurance & Integrity Administrator
Jennifer Kelley, Workforce Technical Assistance Coordinator and Acting WIOA Manager



Katie Hobbs Governor Your Partner For A Stronger Arizona Angie Rodgers
Director

February 28, 2023

Irasema Olvera WIOA Program Director 610 N. Morley Avenue Nogales, AZ 85621

Dear Irasema Olvera,

This letter serves as a written confirmation that a programmatic audit of case files for ARIZONA@WORK Santa Cruz Local Workforce Development Area (LWDA) will be occurring during the period of PY-22. As previously mentioned, the Quality Assurance Integrity Administration (QAIA) will be monitoring for compliance with Title I-B of the Workforce Innovation Opportunity Act (WIOA).

Attached are the list of cases that we are planning to review starting the week of March 13, 2023. At this time, desk reviews are being conducted and all cases are required to be uploaded in Arizona Job Connection (AJC) for compliance. If any of the participants listed have a disability, please send documentation to <a href="mailto:QAWIOA@azdes.gov">QAWIOA@azdes.gov</a>.

If you have any questions, feel free to contact me directly at (480) 521-0113 or aiwamoto@azdes.gov.

Sincerely,

Austin Iwamoto WIOA Program Auditor Quality Assurance & Integrity Administration

cc: Dina Sanchez, LWDA Board Chair Jacqueline Butera, QAIA Administrator Crystal Moody, Audit Supervisor (QAIA)