

Call for Public Comments on Agricultural Outreach Plan

PUBLIC NOTICE

Issue Date: January 19, 2016

ARIZONA DEPARTMENT OF ECONOMIC SECURITY
PUBLIC COMMENT ON THE DRAFT OF THE STATE OF ARIZONA
Agricultural Outreach Plan

Public comments are now being accepted on the Draft Arizona Agricultural Outreach Plan 2016 at EA-Policy@azdes.gov.

Every state must develop an Agricultural Outreach Plan every four years as required by the Workforce Innovation and Opportunity Act of 2014, section 102. The plan includes an assessment of the needs of farmworkers in the area; a description of outreach activities; and proposed strategies for providing services to farmworkers and agricultural employers.

National Farmworker Jobs Program (NFJP) state grantee and other interested entities representing disciplines pertaining to every aspect of Migrant Seasonal Farmworker (MSFW) occupational and family life are invited to participate in the review and comment process to develop this State of Arizona Plan for Integrated Delivery of Agricultural Wagner-Peyser Services.

Written Comments

The Department is accepting written comments **through March 1, 2016**.

Written comments regarding the Draft Plan may be sent to the DES Division of Employment and Rehabilitation Services at:

EA-Policy@azdes.gov

When submitting your comments, please specify the topic and also reference the title of the plan section and the corresponding letter and/or number. All comments will be reviewed; however, we will not be able to respond to individual comments or questions.

Department of Economic Security

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Agricultural Outreach Plan

January 19th, 2016

Agricultural Outreach Plan (AOP)

Arizona's Agricultural Outreach Plan includes a variety of strategies that together ensure that the full range of employment and training programs and services, delivered through the State's One-Stop delivery system, are accessible and meet the needs of Migrant and Seasonal Farm Workers (MSFWs). The Employment Administration's Employment Service will provide services through commonly branded One-Stop Centers and Employment Service offices to assist MSFWs and Limited English Proficient (LEP) individuals in making career and labor market decisions, receiving support service referrals to local providers, and receiving opportunities that will improve their lives. WIOA principles will be utilized to enhance service delivery to the MSFW population in MSFW significant areas of the state through the ability to tailor services in the local area with partners who are able to provide services and meet the needs of this population. Service delivery to MSFWs will be consistent with 20 CFR 653.107, WIOA Title I final regulations, and applicable WIOA Workforce Development strategies. Program performance will be monitored continuously to ensure that outreach and program services are conducted in accordance with Federal program mandates for provision of services to MSFWs in a manner that is qualitatively equivalent and quantitatively proportionate to services provided to other categories of workers. Local plans will be developed that include how MSFWs will be served through the implementation of WIOA to ensure their needs are being met.

Employment Service staff in partnership with WIOA core and community partners will strive to meet or exceed Federal program requirements with respect to MSFW Program equity and minimum service level indicators of compliance. The Employment Service mission includes assisting agricultural and non-agricultural employers in recruitment efforts and in attaining and maintaining compliance with laws and regulations impacting terms and conditions of employment in their business operations. Employment Service will focus on flexibility, customer choice, universal access and continuous improvement in developing services in commonly branded One-Stop Centers and local Employment Service offices to allow for self-service and staff-assisted services to MSFWs. The Administration will continue to develop strategic partnerships that will promote employer job orders, applicant talents, employment and training opportunities, and timely resolution of complaints, apparent violations, and other labor-related issues. Elements covered on an equitable and nondiscriminatory basis will include, but will not be limited to, MSFW benefits and protections, career guidance, vocational counseling, testing, job development and job referral services. Employment Administration will adhere to guiding principles that ensures a system of service delivery that:

- Is individual and family driven;
- Is effectively integrated and coordinated;
- Protects the rights of families and individuals;
- Allows smooth transition between programs;
- Builds community capacity to serve families and individuals;
- Emphasizes prevention and early intervention;
- Respects clients, partners and fellow employees;
- Is evaluated for outcomes;
- Is accessible, accountable, and comprehensive;

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- Is culturally and linguistically appropriate and respectful; and
- Is strength-based and delivered in the least intrusive manner.

1) Assessment of Need

(A) Assessment of MSFW Needs

The estimated population of MSFWs in Arizona is approximately 127,676, including dependents, and is based on the most recent “Agricultural Profile of Arizona” released by the National Center for Farmworker Health in May, 2014. Arizona farm labor estimates indicate 61,233 total workers, broken down into sub-groups as follows:

- 14,988 migrant workers
- 39,890 seasonal workers
- 6,355 livestock workers

This population estimate reflects input received from the Department of Agriculture, USDOL, Department of Education, Department of Health and Human Services, and Reference USA. Many organizations and government agencies that work with the MSFW population use such enumeration report data in providing services, planning, policy setting, health care support, regulatory assistance, identification of underserved areas, agricultural production, determining whether resources are appropriate to the need, and many other areas. The National Center for Farmworker Health report is used by several agencies for estimating and planning to serve the farm worker population in Arizona. To ensure the most current population data is considered, Employment Service will collaborate with other MSFW service providers and partner entities in a coordinated effort to continue to capture current information to track this population. Study updates will include information on individuals engaged in field and orchard agriculture, food processing, horticultural specialties, and will assess the make-up of animal agriculture. Updated results will be considered to make changes as necessary to the Agricultural Service Plan.

Seasonal, Migrant, and Migrant Food Processor farm workers are identified, coded, tracked and referenced in service reports for the purpose of meeting compliance with Federal program requirements. Farm Labor Contractors (FLC) and Farm Labor Contractor Employees (FLCE), i.e., crew leaders and field foremen/supervisors, employed seasonally by more than one agricultural producer will be coded as migrant and/or seasonal farmworkers, and services provided to them will contribute to the attainment of program indicators of compliance.

Focus will be placed in identifying and providing services to migrant farm workers, as they are usually in greater need for support services when they migrate to areas where they are not familiar with potential services and resources.

Farm Worker Needs and Barriers

The Administration will continue to seek stakeholder and customer input and will

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engage MSFW service providers to identify, address needs, explore solutions, and collaborate to remove barriers to improved living and working conditions. Employment Service recognizes that farm workers possess specific needs and face certain barriers that result from cultural, educational, linguistic, scheduling, logistic, and other dynamics that are inherent to that population.

Farm worker needs include, but are not limited to the following:

- Timely labor market information to facilitate planning for continuous employment;
- Occupational guidance and training to maintain a job or transition into a different occupation or industry;
- Transportation to seek employment or supportive services;
- Affordable and adequate housing;
- Information from various jurisdictions on labor laws and worker rights, protections, and responsibilities;
- Supportive services to enable MSFWs to obtain and maintain employment;
- Fair and equitable conditions and supervision from trained and committed field foremen, supervisors and farm labor contractors;
- 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;
- Provider service delivery hours of operation that conflict with MSFWs work schedules;
- Lack of transportation, limiting access to jobs and supportive services;
- Limited employment opportunities in rural areas, and increased competition for entry-level jobs;
- Underemployment or unemployment due to limited literacy education, LEP skills, and lack of non-agricultural job experience;
- Limited participation in support programs due to lack of understanding of eligibility and other factors, such as impact on immigration status for having

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utilized certain services;

- Lack of full-time, year-round work, combined with low wages, that relegates MSFWs to living below the poverty line;
- Competition from undocumented workers who work for less pay and substandard living and working conditions;
- Competition from intrastate and interstate farm labor contractors who follow migrant streams accompanied by their own farm worker crews;
- Limited educational opportunities for MSFWs and LEP individuals;
- Lack of knowledge with respect to automation (phones and computers), resulting in increasing challenges to access information, services, and benefits;
- Stigma associated with working/living a seasonal lifestyle in conjunction with crop seasons (Non-Agricultural employers expect seasonal farm workers to quit when the season starts again, and are, therefore, reluctant to hire them);
- Limited job search techniques/skills for finding jobs outside of agriculture; and
- Lack of understanding on the benefits of having a full-time, year-round job with benefits versus a seasonal job that may pay a higher per hour wage.

(B) Assessment of Available Resources for Outreach

Employment Service offices, in coordination with other core and strategic partners in commonly branded One-Stop Centers and affiliate sites will provide MSFW and LEP individuals with services including, but not limited to assistance with the following:

- Full range of employment services, benefits, and protections;
- Utilizing job order information effectively;
- Staff-assisted activities and/or as requested or necessary when accessing self-assisted services via electronic technologies;
- Referrals to agricultural and non-agricultural jobs, training, and support services, as well as available testing, counseling, and other job development services;
- Basic information on labor rights, protections, and responsibilities with respect to terms and conditions of employment;
- Preparation and resolution of complaints on acts and/or omissions by Employment Service or other USDOL funded programs;
- Preparation, acceptance, resolution, and/or referral of labor-related complaints and apparent violations in accordance with established policies and procedures;
- Referral of individual or family members to supportive services for which they may be eligible;
- Making appointments for individuals and families;

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- Contact to follow-up as necessary and appropriate to provide supportive service and information to the maximum extent possible;
- Information on services available in local offices, and contact information on the nearest commonly branded One-Stop Center, Employment Service offices, including PPEP/National Farmworkers Jobs Program (NFJP) WIA Section 167 program, or affiliated offices throughout the national Employment Service network;
- Resume preparation, information on how to post résumés on-line and how to conduct on-line job searches;
- Communicating between LEP individuals referred to jobs and employers;
- Utilization of Work Opportunity Tax Credit, subsidized employment resources, and other employer incentives to promote employment and job upgrades for MSFWs; and
- Facilitate connections to local agencies and resources that can assist with services needed, such as housing, medical, legal, emergency food boxes, immigration, etc.

Employment Service's progressive plan for service delivery to MSFWs is consistent with the USDOL, Employment and Training Administration program equity and minimum service delivery indicators of compliance requirements. The plan places emphasis on strategies to collaborate and work with partners to ensure a seamless delivery of services for an improved and integrated One-Stop system. Service levels proposed aim to enhance opportunities through a non-discriminatory mode of service delivery that is qualitatively equivalent and quantitatively proportionate to services provided to non-MSFWs.

2) Outreach Activities

(A) Proposed Outreach Activities

The State's ability to connect with the MSFW population has become quite challenging in recent years. A majority of farm workers that visit One-Stop Centers or Employment Service offices have come to file for Unemployment Insurance (UI) or to report a situation which has occurred in their work environment.

Out of necessity, the MSFW Outreach Worker Unit has found new and creative ways in which to better connect with this special population. Outreach activities now include:

- Conducting worker orientations at the beginning of the season to provide information on: workers' rights, complaint information, Employment Services, training assistance, and local support services;
- Attending the Migrant Farmworker Programs offered in some school systems to support the migrant population;
- Attending health and local community activities that draw farm workers;

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- Collaborating with other organizations that serve the farm worker population;
- Working closely with the NFJP Provider/ PPEP;
- Posting informational flyers in laundromats, churches and stores where workers are known to congregate after work, and where farm worker families shop;
- Setting up information tables at stores and events, when farm workers are waiting for pick-up or drop-off during work days; and
- Attending job fairs and recruiting events.

(B) Plan for Proposed Outreach Activities

The service goals projected for PY2015 have been slightly reduced and are more in line with the projected numbers of MSFWs coming into the State and the ability to complete effective outreach activities

Service Goals Proposed for PY2015	
Total New/Renew Applications	3,500
Referred to Jobs	1,575
Staff-Assisted Services	2,275
Referred to Supportive Services	550
Career Guidance	1,050
Job Development Contacts	125
Job Placements	1,150
Placements \$0.50(+) Federal Minimum Wage	1,100
Non-Agricultural Placements 150(+) Days	110
MSFW Significant Office Reviews	100.0%
Field Checks on Agricultural Clearance Orders	25(+) % of orders processed
Timely Processing of MSFW Complaints	90(+) % of complaints processed
MSFW Outreach Contacts	5(+) / per 8 hours of outreach conducted

Partner agencies dedicated to serving the MSFW population play a major part in the

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collaboration to assist this population. Cross-referrals are made between the agencies as barriers are identified to meet the farm worker's needs. On a quarterly basis partner agencies are reporting approximately 1600 MSFWs contacted during outreach activities.

- Outreach activities from partner agency connections include:
- Healthcare agencies
- Health and career fairs
- Training opportunities
- Community events
- Job Fairs and recruiting events

Employment Service has six designated MSFW Outreach Workers that serve the significant agricultural areas. Those areas include Cochise, Graham, Maricopa, Pinal and Yuma Counties. Agricultural activities that extend beyond those Counties are also covered by the designated Outreach Workers as needed. The number of partner outreach staff is difficult to determine as some are also part of a case management system in the delivery of services. Outreach staff collaborates on site visits and events when possible to allow for the ability to share information to farmworkers that may be in attendance or expected to report for activities. This enables outreach staff an opportunity to educate and provide informational packets that will assist farmworkers when needed.

3) State's Strategies

(A) Coordinated Outreach Efforts with WIOA Title 1 Section 167 Grantees, Public/Private Community Service Agencies, and MSFW Groups

As previously indicated in (VI)(e)(2)(B)(iii), Conducting Outreach to as Many Farmworkers as Possible, Employment Service's progressive plan for service delivery to MSFWs is consistent with USDOL, Employment and Training Administration program equity and minimum service delivery indicators of compliance requirements. The Plan places emphasis on strategies to collaborate and work with partners to ensure a seamless delivery of services for an improved and integrated One-Stop system. Service levels proposed aim to enhance opportunities through a non-discriminatory mode of service delivery that is qualitatively equivalent and quantitatively proportionate to services provided to non-MSFWs.

Arizona has a very good working relationship with the WIOA Title 1 Section 167 grantee, Portable Practical Education Program (PPEP), in each area where there are MSFW significant offices and where outreach activities are conducted. PPEP is already co-located in three of the commonly branded One-Stop Centers in Maricopa, Pinal and Yuma counties. Staff from PPEP have been included in the planning and implementation for establishment of the Welcome, Career/Development and Business Service teams. Their input for the new One-Stop functions is/has been valuable to ensure the proper flow of services are provided effectively to the MSFWs entering the facilities for services.

(B) Explaining to Farmworkers those Services Available at the Local One-Stop Centers

Commonly branded One-Stop Centers, ES offices and MSFW Outreach Workers will provide farmworker packets when conducting orientations or when meeting with an MSFW. The information provided in the packet will contain farm worker rights, information on services available in their area and includes contact information for different agencies and organizations that serve the farmworker population. Packets will contain information on ES Services, ES Complaint System and One-Stop partner information. When the orientation is being provided on an H-2A Agricultural Clearance Order the workers will also receive a copy of the work contract that provides the terms and condition of the employment they have accepted. MSFW Outreach Workers encourage farm workers at every opportunity to take advantage of the full range of services available through the commonly branded One-Stop system.

(C) Marketing the Employment Service Complaint System to Farmworkers and Other Farmworker Advocacy Groups

See(VI)(e)(3)(B) (above).

(D) Providing Farmworkers with a Basic Summary of Farmworker Rights

See(VI)(e)(3)(B).

(E) Urging Farmworkers to Visit Local One-Stop Centers to Obtain the Full Range of Employment and Training Services

Job seekers will be directed to facilities easily identified as part of the commonly branded One-Stop Centers. Outreach policy will emphasize providing sufficient information to agricultural employers, LEP individuals, and MSFWs to enable them to exercise informed choices on accessing services through multiple physical and/or electronic entry-points. Outreach policy will afford staff the flexibility, time, tools, and training necessary to participate in joint ventures to identify and address dynamics that affect living and working conditions within farm worker communities. ES will continue to explore and utilize new technology that provides access and mobility needed to work with this unique population. The HP Tablet and mobile printer equipment is part of the mobile tool set provided to enhance MSFW outreach specialist's efficiency and effectiveness in providing onsite service delivery to MSFWs and agricultural employers. Tablets allow MSFW Outreach Specialists to access electronic documents, guidelines, inspection check lists, and related material to conduct housing inspections and agricultural surveys. The mobile equipment has enabled outreach staff to download program specific documents, complete, and print them as they conduct outreach and field visit inspections and/or interviews with agricultural employers and farm workers. The new process has allowed for a smoother and timelier transition from the tablet to the state computer system. Printing ability is available by use of a mobile printer located in MSFW outreach vehicles. Employers and farm workers are able to sign required documents in the field. Mobile equipment has allowed for a more timely,

complete, and accurate documentation, including the capability of photos and/or audio-video recording of information pertinent to outreach and complaint/apparent violation related activities. The equipment has afforded outreach staff the opportunity to download and print information of interest to farm workers, agricultural employers, and partner entities. This information includes, but is not limited to: required posters; documents and FLC paperwork; complaint and apparent violation forms; resource directories; referral documents; job orders; etc. The new equipment has become be a time saver for the staff who spend a lot of time in the field providing service to farm workers and employers.

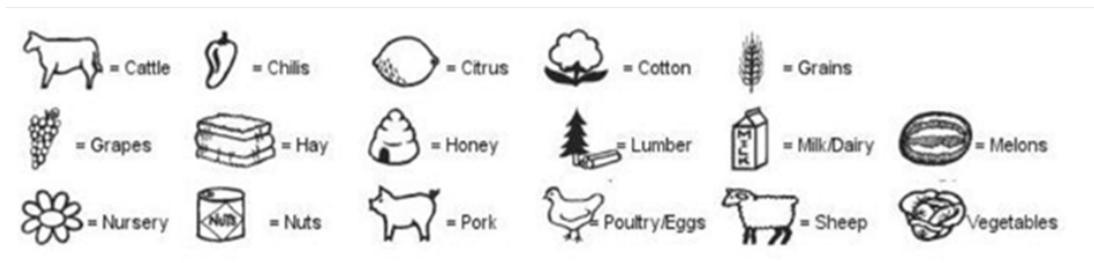
4) Services Provided to Farmworkers and Agricultural Employers

Key agricultural areas in Arizona are focused in seven counties- Cochise, Graham, La Paz, Maricopa, Pima, Pinal and Yuma- with Maricopa and Yuma Counties leading in agricultural production. Yuma County produces vegetables including lettuce, spinach, broccoli, cabbage and leads the State's leafy green industry.

Animal production has shown to be stable employment throughout the year and is not considered seasonal, thus workers in this industry are less likely to be migratory. Crop production increases during the winter months as Yuma County produces much of the nation's winter vegetables. Demand for migrant and seasonal farmworkers is high during this season and includes the majority of H-2A workers that are brought to Arizona.



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Employment Service, in coordination with the network of partners in commonly branded One-Stop Centers and Employment Service offices, including the PPEP, NFJP/WIOA Section 167 program, will continue to market services to agricultural and non-agricultural employers through a seamless and integrated approach to service delivery including participation on the Local Business Services Team. Employer contacts are conducted on-site, via telephone, fax, regular mail and/or e-mail, and personal meetings. Identification of employers will take place through Unemployment Insurance records, local office employer records, farm labor contractor listings, past job orders, community contacts, and other means identified by the Local Business Services Team.

Enhanced working relationships with advisory councils and employer groups will serve to identify potential employers and to establish an employer pool for referring MSFWs. Identification of service needs will occur through ongoing need assessments and a proactive, coordinated program to deliver services to employers. Employers will be encouraged to participate in developing service delivery plans and to join efforts in developing agendas for local, state, regional, and national meetings and employer seminars. Recruiting agreements, job fairs, advertisements, and new business development strategies will be utilized to promote One-Stop Center and Employment Service office services. Services and assistance tailored to meet agricultural employer needs will include, but may not be limited to the following:

- Personalized employer services;
- Current information on applicant availability and labor market information;
- Suggestions and support to develop and improve workforce utilization and personnel practices;
- Use of One-Stop Center and Employment Service office sites for employer seminars and interviewing of prospective employees;
- Assistance in obtaining bonding for ex-offenders;
- Assistance in writing effective job orders;
- Solicitation and acceptance of job orders, as well as related job seeker referral and placement services;
- Assistance with pre-occupancy housing inspections for employers requesting approval for participation in intrastate and/or interstate recruitment through the Agricultural Recruitment (Clearance) System, and/or H-2A Clearance Orders where worker housing is a condition of employment;

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- Assistance with special and mass recruitments, including best practices to identify and locate intended farm labor pools through appropriate use of media modes and service delivery partnership networks;
- Recall assistance of MSFWs by previous agricultural employers;
- Assistance for farm labor contractors and farm labor contractor employees to meet compliance with labor laws and regulations;
- Assistance with processing and obtaining initial and renewed farm labor contractor and/or farm labor contractor employee certifications;
- Assistance with workshops tailored to agricultural employer needs;
- Assistance with internet website linkages;
- Assistance with informal, timely, and appropriate resolution of complaints and apparent violations; and
- Assistance with information on employment and training programs such as the PPEP NFJP/ WIOA Section 167 program.

Employment Service will continue to explore solutions to be responsive to the increase in petitions for foreign workers with H-2A visas to make up for a diminishing U.S. agricultural workforce, and/or to assist employers who establish new agricultural ventures in areas not previously identified as agriculturally active. Employment Service staff will coordinate recruitment efforts with employers in Arizona, neighboring states, and throughout the nation. Coordination with MSFW groups will be made to maintain dialogue on employment opportunities and worker availability to help increase U.S. farm worker participation.

Yuma County, who has the largest farmworker population, is also known for the Yuma County Farmworker Coalition that brings together all of the public and private service agencies that serve the MSFW community. This group meets on a monthly basis and brings to the table a multitude of different services that enhance the life of the farm worker. The coalition addresses needs and barriers in the community and works hard to make connections that will remove those barriers. They also work closely together on different events that bring the services together at different times of the year to serve the season workers. For instance, San Luis' Dia del Campesino is held the first Saturday of December and is celebrating their 21st annual event this year. The Employment Service MSFW Outreach Team also co-sponsors the Arizona/California Ag Employer Seminar that celebrated their 10th year of hosting this event that addresses services to agricultural employers, as well as, services available to their employees during the season and provides training to supervisors and crew leaders on working in the field with their workers to ensure safety and compliance.

Employment Service will play a lead role in bringing together partners in the state workforce system, including UI and Labor Market Information (LMI) and PPEP's NFJP/WIOA Section 167 program, as well as State Workforce Investment Board members, to create comprehensive strategic service delivery plans specific to the various labor markets and work environments throughout Arizona's agriculturally active areas. Emphasis will be placed on common intake, identification and proper coding, case management, documentation of services, data sharing, and reporting for MSFWs. The Administration's lead role will also include

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developing and executing memorandums of understanding that support the One- Stop systems vision in providing services to MSFW adults and youth, agricultural employers, LEP individuals, and disadvantaged clients, through expanded outreach efforts. Additionally, there may be other non-financial inter-agency and intra-agency strategic partnership agreements to provide efficient, effective, and timely services to MSFW individuals and families. These work agreements will define services to be provided by each agency, and will serve to ensure that each agency cooperatively maintains communication, shares leadership responsibility, registers and tracks participants in the AJC data acquisition and reporting system, and utilizes all available resources in the most effective and efficient manner.

One-Stop Centers, Employment Service offices and MSFW Outreach Workers will provide farmworker packets when conducting orientations or when meeting with an MSFW. The information provided in the packet will contain farm worker rights, information on services available in their area and includes contact information for different agencies and organizations that serve the farmworker population. Packets will contain information on Employment Service Services, Employment Service Complaint System and One-Stop partner information. When the orientation is being provided on an H-2A Agricultural Clearance Order the workers will also receive a copy of the work contract that provides the terms and condition of the employment they have accepted. MSFW Outreach Workers encourage farm workers at every opportunity to take advantage of the full range of services available through the commonly branded One-Stop system.

Employment Service has been successful with the provision of workshops and seminars in collaboration with State and Federal enforcement agencies designed to increase the number of agricultural employers utilizing the One-Stop system or Employment Service offices. Employer workshops/seminars will provide training to agricultural supervisors, field foremen, and farm labor contractors to help them excel in the crucial role they play in attaining and retaining a viable workforce. Topics will include overviews of the MSFW Protection Act (MSPA) enforced by the USDOL Wage & Hour Division, field sanitation regulations by the Occupational Safety and Health Administration, as well as occupational safety and health monitored by the Division of Occupational Safety and Health, and employment equality enforced by the Equal Employment Opportunity Commission. It is anticipated that seminars and/or workshops will assist agricultural employers in retaining experienced individuals to work in this industry, using their knowledge in positions of higher authority and responsibility to benefit both employers and workers. It is also anticipated that these activities will help to minimize the high turnover, negative influences, complaints and safety issues often found in farm labor management. Seminar and or workshop activities are also aimed to strengthen the participant's ability to operate or assist small minority and agri-businesses to succeed in becoming viable, tax-paying employers with high standards of respect and understanding of the needs of their workforce. Plans for outreach also include exploring the feasibility to implement model program activities identified through collaborative and coordinated efforts at the local, state, and national levels. Employment Service will continue to coordinate and collaborate with the NFJP /WIOA section 167 state grantee in all new and ongoing service strategies.

The Employment Administration FLC Unit will continue to conduct quarterly Round Table Agricultural H2A Employer Seminars aimed to further develop collaborative working relationships with agricultural employers, labor enforcement agencies and Employment

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Service staff. Employment Service will continue to take the lead on organizing meetings with input from employers on topics relevant to their day-to-day operations. The meetings will be rotated each quarter to agriculturally active areas and employers will be engaged to sponsor the meetings. Meetings will continue to be aimed to educate employers on health and safety issues and to effect a reduction in complaints and apparent violations through proactive and voluntary compliance.

The State MA/FLC Coordinator and the MSFW outreach program staff will continue to develop and perform lead roles in coalitions based in agriculturally active areas so as to leverage resources and share knowledge of issues and solutions in a coordinated fashion. Collaborative efforts will continue with the Arizona Interagency Farm Workers Coalition (AIFC). The AIFC is a community-based non-profit corporation with a membership of approximately 50 partners including public, private, federal, and state enforcement and non-enforcement agencies, farm workers, agricultural employers, and advocacy groups. AIFC members are leaders and experts in various service delivery disciplines related to working and living conditions and represent MSFW communities throughout Arizona. Employment Service will continue to support coalitions and objectives to create a better understanding of issues impacting the farm worker community, and will collaborate in creating forums and seminars to address issues and concerns of interest within the farmworker community.

Staff in One-Stop Centers/Employment Service offices located within agriculturally active areas will explore the feasibility of meetings and program-related events that may include MSFW focus group meetings, Arizona Farm Labor Coordinated Enforcement Committee meetings, and MSFW and agricultural employer informational seminars and service events. Outreach Program staff will prepare weekly local outreach plans so as to better coordinate service delivery, provide needed support, and maximize area coverage and contacts while avoiding duplication of efforts. Activities planned will include, but may not be limited to the following:

- Maintain contact with One-Stop Center/ Employment Service office partners and affiliated offices, MSFW-significant/bilingual and non-significant Employment Service offices to share information on issues affecting the MSFW and agricultural employer community;
- Provide assistance and technical support to increase participation of agricultural employers, LEP individuals, and MSFWs, and the level of services they receive through the commonly branded One-Stop system;
- Develop and share outreach materials and tools with interested partners for continuous development of One-Stop Center/Employment Service integration efforts;
- Develop and distribute fact sheets outlining employment and supportive services available to the MSFW population. Contact and material sharing sites will include, but may not be limited to community-based organizations, faith-based organizations, government offices, stores, clinics, school settings, job fairs, and any other location where farm workers and agricultural employers work, live and/or congregate. Promotional materials will include current and future employment opportunities as well as special recruitment;

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- Distribute information guides in Spanish and English to introduce supportive services available in the community and throughout the local/state/national network of Employment Service affiliates;
- Inform LEP individuals and MSFWs of employment opportunities with employers participating in local, intrastate, interstate, and recruitment through FLC;
- Coordinate public spot announcements with the State Workforce Agency's Public Information Office;
- Post departmental, as well as public newspapers, periodicals and newsletters with information of interest to MSFWs within One-Stop Center/Employment Service offices and affiliated sites;
- Participation of program staff at chamber of commerce meetings and job fairs/expos to promote the MSFWs talent pool to agricultural and non-agricultural employers;
- Conduct follow-up contacts as necessary and appropriate to ensure desired outcomes and customer satisfaction;
- Maintain alertness to the working and living conditions of MSFWs and, upon observation or receipt of information regarding an apparent violation of a federal, state or local employment-related law, document and refer the information to the Employment Service local office manager/supervisor for appropriate action;
- Maintain a daily log of outreach activities in accordance with established policy and procedures;
- Maintain records describing the circumstances and names of employers who refused outreach access to MSFWs;
- Develop and use an "Outreach Packet" including information in English and Spanish on Employment Service and partner services available in the LWDAs;
- Develop cooperative non-financial agreements with public and private community service agencies and MSFW groups to coordinate outreach contacts and to share data on outreach activities;
- Coordinate with all employment and re-employment offices to keep them abreast of MSFW and employer issues;
- Coordinate and train on worker pesticide safety and heat stress prevention, as needed; and
- Conduct wage surveys, field checks, and housing inspections pertinent to clearance and H-2A job orders.

Outreach staff contacts will include, but may not be limited to the following:

- Information for agricultural employers, LEP individuals, and MSFWs regarding services available from the Employment Service office or from other partners in the One-Stop Center/Employment Service offices, including the availability of referrals to agricultural and non-agricultural jobs, training, and supportive services, as well as the availability of testing, counseling, and other job development services;

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- Information for LEP individuals and MSFWs regarding their rights, protections, and responsibilities with respect to the terms and conditions of employment;
- Assistance in preparing employment applications, resumes, cover letters, and related job search instruments;
- If unemployed, assistance in obtaining referrals to specific employment opportunities available with focus being on the job-seeker's choice of occupational titles;
- If employed, information regarding types of employment opportunities on dates LEP individuals and MSFWs indicate they will be available following their current employment;
- If employed and wanting to move up the career ladder into a year-round position in agricultural or non-agricultural occupations, leading to self-sufficiency, referrals to NFJP/WIA Section 167 grantee and other partners for possible Upgrade Training;
- Assistance in resolving issues related to UI benefit claims;
- Assistance in the preparation and filing of labor-related complaints and/or apparent violation report;
- Acceptance, resolution, and/or subsequent referral of labor complaints or apparent violation reports;
- Attempt for informal resolution of complaints and apparent violations at the local office level prior to timely elevation of issues to the appropriate labor enforcement agency;
- Follow-up with complainants, employers, and labor enforcement agencies to seek information on status of complaints and apparent violations;
- Referral to supportive services for which the individual or family member may be eligible; and
- Assistance in making appointments for MSFWs and/or their families.

5) Other Requirements

(A) State Monitor Advocate, Review and Approval

The State Monitor Advocate/FLC Coordinator were involved in the research, composition, review, approval and were able to comment on the Unified State Plan policies and procedures related to service delivery to MSFWs.

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(B) Review and Public Comment

NFJP/WIA Section 167 State Grantee and Other Interested Entities

Individuals and entities representing various service provider disciplines pertaining to every aspect of MSFW occupational and family life were invited to participate in the review and comment process to develop this State of Arizona Plan for Integrated Delivery of Agricultural Wagner-Peyser Services for PY2015. Entities involved included representatives from the NFJP/WIA Section 167, community-based organizations, labor enforcement agencies, farm worker individuals and families, MSFW advocacy groups, local and state dignitaries, and program volunteers. The Arizona State MA/FLC Coordinator was afforded an opportunity to review, approve and comment on the State Plan, policies and procedures related to service delivery to MSFWs.

A 45-day review and comment period was provided to afford listed interested entities an opportunity to provide comments, suggestions and recommendations for consideration in the development of this State Plan. Input provided was incorporated into this plan, as appropriate. A final copy of the approved plan will be shared with all interested partners.

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(C) Assessment of Progress

Achievements based on prior plan:

- Improved collaboration with partners throughout significant MSFW areas due to the implementation plans for WIOA. MSFW staff and partners serving the MSFW population have been at the table participating in the development of Welcome and Career Development Teams. These plans have streamlined the process for all clients to receive services, especially the MSFWs;
- ES and MSFW staff has attended complaint training that now provides the opportunity to assist all job-seekers and general public with labor issues. All staff is now prepared to assist with complaints when entering a One-Stop or ES office.
- Job Order training has been developed for all staff to enhance their ability to write effective job orders;
- Recall efforts for agricultural employers has increased due to the promotion of this service and the successful outcomes;
- The FLC Unit has worked to ensure that agencies that serve MSFWs receive information pertaining to newly listed H-2A clearance orders in order to ensure that U.S. domestic workers receive the opportunity to apply for job openings;
- Creative MSFW outreach activities now include collaboration with medical facilities, food banks, and Unemployment Insurance claimants, to name a few;
- Laptops/mobile printers are effectively used in the field by the MSFW Outreach Workers in order to provide ES services, support services and documents needed to assist the workers;
- Laptops/mobile printers are effectively used to assist agricultural employers and have streamlined housing inspections, prevailing wage/practice surveying activities, provision of required posters/paperwork and the ability to sign required documents in the field;
- Seminars and workshops have been provided to the agricultural employer community to improve their knowledge of federal, state and local laws. Other topics of interest have also been provided regarding income taxes for H-2A workers, Affordable Care Act, Border Health initiatives, and training opportunities for the workers; and
- Outreach packets have been developed in Region 3 and will be carried out to implement in the other MSFW significant areas for MSFW and ES staff to provide when assisting an MSFW seeking services from the commonly branded One-Stop system.

Areas not yet achieved, but where progress is being made:

- Service goals were not achieved as projected. Staffing changes and the timeframe needed to train new staff to effectively conduct outreach activities have affected the ability to meet the services goals. Realignment of staff in the MSFW significant areas due to the staffing issues has also been a key factor.

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- Outreach strategies to increase the numbers were not met, again due to the staffing issues experienced by the loss of two State Monitor Advocates and staff in the MSFW Outreach Unit.

Plan to improve:

The State Monitor Advocate and Foreign Labor Certification Coordinator (MA/FLC) positions were combined into one position to improve the ability to monitor and serve the MSFW population and agricultural community. A new MA/FLC Coordinator has been hired. The new MA/FLC is a promotional opportunity for a current staff member who has been working in the FLC Unit. Her experience will allow for an effective transition as she already understands the MSFW population and goals, the H-2A process and has had training that will apply to her new role as the State Monitor Advocate.

Realignment of all MSFW staff under the MSFW Supervisor in Yuma will provide consistent supervision and oversight of the program allowing for the achievement of goals statewide.

The State feels that staffing issues have played a major role in the ability to achieve goals set in the plan. However, the changes being made will provide the opportunity for Arizona to be successful with the new Agricultural Outreach Plan.