U.S. Department of Labor

Employment and Training Administration
Region 6 San Francisco
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San Francisco, CA 94103

JUL 29 2014

James J. Apperson
Assistant Director
Employment and Rehabilitation Services
Department of Economic Security
P.O, Box 6123
Phoenix, AZ 85007

Dear Mr. Apperson:

This letter provides approval of Arizona's Wagner-Peyser (W-P) Agricultural Outreach Plan (AOP) for Program Year (PY) 2014. The Employment and Training Administration (ETA) received the State's AOP on May 15, 2014.

Training and Employment Guidance Letter (TEGL) No. 13-13, Instructions and Planning Guidance for the Agricultural Outreach Plans (AOP) for Program Year 2014 and the Designation of Significant Migrant and Seasonal Farm Worker (MSFW) States, issued on February 25, 2014, provided guidance for states to submit their AOP for PY 2014. We appreciate the State's responsiveness to this guidance.

The San Francisco Regional Office reviewed the State's AOP in accordance with W-P regulations set forth at 20 C.F.R. (Code of Federal Regulations) 653.107 and 653.10, TEGL No. 13-13, and the State Integrated Workforce Plan Requirements for Workforce Investment Act Title I/Wagner-Peyser Act and Department of Labor Programs. This letter constitutes a written determination that ETA is approving Arizona's annual W-P AOP for the period July 1, 2014 through June 30, 2015. This approval constitutes a modification to the State Integrated Workforce Plan, and the AOP must be incorporated into the State's official copy of its State Integrated Workforce Plan and made available to the public.

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We look forward to working together as you implement your AOP for PY 2014. We are available to provide technical assistance. If you have any questions related to the AOP, please contact Krister Engdahl, your Regional Monitor Advocate, at (415) 625-7960 or engdahl.krister@dol.gov.

Sincerely,

Virginia Hamilton
Regional Administrator

cc: Juan M. Regalado, National Monitor Advocate
Krister Engdahl, Regional Monitor Advocate
Peggy Feenan, Deputy Administrator, Arizona DES

D. Wagner-Peyser Agricultural Outreach Plan
Program Year 2014

This Service Plan describes Arizona's strategies to ensure the full range of employment and training programs and services delivered through the state's One Stop delivery system are accessible and will meet the needs of Migrant and Seasonal Farm Workers (MSFWs). The Employment Administration (EA) Employment Service (ES) will provide services through the One Stop Career Center/Labor Exchange System (OSCC/LX) and ES offices to empower MSFWs and Limited English Proficient (LEP) individuals in making career and labor market decisions; achieving economic self-sufficiency; and improving their living and working conditions. Workforce Investment Act (WIA) principles will be utilized in tailoring OSCC/LX to local socio-economic dynamics, needs and resources. Service delivery to MSFWs will be consistent with 20 CFR 653.107, WIA Title I final regulations, the WIA/Wagner-Peyser (WP) Act Planning Guidance, and applicable WIA Workforce Development regulations. 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.

ES staff in partnership with community partners will strive to meet and/or exceed federal program requirements with respect to MSFW program equity and minimum service level indicators of compliance. The ES 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. ES will focus on flexibility, customer choice, universal access and continuous improvement in developing the OSCC/LX 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. EA will adhere to guiding principles that ensures a system of service delivery that:

- is individual and family driven;
- is effectively integrated and coordinated across systems;
- 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 customers, partners and fellow employees;
- is evaluated for outcomes;
- is accessible, accountable, and comprehensive;
- is culturally and linguistically appropriate and respectful; and
- is strength-based and delivered in the least intrusive manner.

Assessment of Need

An estimated population of 67,704 MSFWs is based on the most recent "Migrant and Seasonal Farm Worker Enumeration Profiles Study, Arizona" released by Alice C. Larson, Ph.D., in March 2008. The population estimate also reflects input received from the Portable Practical Preparation Program (PPEP) that functions as the National Farmworkers Jobs Program (NFJP)/WIA Section 167 grantee in the state. 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 Larson report and similar studies of 14 other agriculturally active states have been widely reviewed and have gained general acceptance as offering a reasonable approach to estimating farm worker population. To ensure the most current population data is considered, ES will join other Migrant Seasonal Farm Worker (MSFW) service providers and partner entities in a coordinated effort to update the Arizona Farm Worker Enumeration Study conducted in 2008. Initial dialog indicates that the process will be consistent with the previous study and that results will reflect current trends in Arizona's agriculture. The study update will include information on individuals engaged in field and orchard agriculture, food processing, horticultural specialties, reforestation, and will assess the make-up of animal agriculture. Enumeration update results will be considered to make changes as necessary to the Agricultural Service Plan.

Arizona's farm labor workforce is made up of the following groups:

- *Seasonal Farm Workers:* Individuals who during the prior 12 months worked at least 25 full or partial days performing farm work, earned at least half of their income from farm work, and did not do farm work year-round for the same employer;
- *Migrant Farm Workers:* Seasonal farm workers who travel to perform farm work and are unable to return to their permanent residence in the same day. Arizona's migrant farm worker labor force consists of intrastate, interstate, and international (border commuters) farm workers;
- *Migrant Food Processors:* Seasonal farm workers who travel to perform farm work for food processing and who are unable to return to their permanent residence the same day;
- *Intrastate Migrant Farm Workers:* Individuals who follow migrant streams within the state. These farm workers usually migrate throughout Arizona's agricultural areas (i.e., Yuma, Cochise, Pinal, La Paz, and Maricopa counties);
- *Interstate Migrant Farm Workers:* Individuals who follow migrant worker streams, usually along western states. Interstate migrant farm workers in Arizona migrate through Oregon, Idaho, Washington, California, Nevada, Utah, Colorado, New Mexico and Texas;
- *International Migrant Farm Workers (Border Commuters):* Farm workers who have legal authorization to work in the U.S. and commute daily across the U.S./Mexico border; and
- *Foreign Labor Certified Farm Workers:* Individuals with temporary H-2A visas authorizing them to work in the U.S. on a seasonal basis for a pre-determined employer under specific terms and conditions.

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 farm workers, 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 as aware of services and resources.

Farm Worker Needs and Barriers

ES 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. The Administration will continue to seek stakeholder and customer input and will engage MSFW service providers to identify, address needs, explore solutions, and collaborate in order to remove barriers to improved living and working conditions.

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 in urban areas;
- 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 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;

- 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; and
- culture of agricultural employers, who tell seasonal workers that the Unemployment Insurance (UI) benefits they earn between seasons are their "earned vacation", leading them to believe that they do not need to job search between seasons.

MSFW Services via OSCC/LX

ES offices in coordination with other strategic partners in the OSCC/LX and affiliate sites will provide MSFW and LEP individuals with service including, but not limited to the following:

- assistance with the full range of employment services, benefits, and protections;
- assistance in utilizing job order information effectively;
- assistance through staff-assisted activities and/or as requested or necessary when accessing self-assisted services via electronic technologies;
- referral to agricultural and non-agricultural jobs, training, and support services, as well as available testing, counseling, and other job development services;
- assistance with basic information on labor rights, protections, and responsibilities with respect to terms and conditions of employment;
- assistance in the preparation and resolution of complaints on acts and/or omissions by ES or other DOL funded programs;
- assistance in 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 member to supportive services for which they may be eligible;
- assistance in making appointments for individuals and families;
- contact to follow-up as necessary and appropriate to provide supportive service and information to the maximum extent possible;
- assistance with information on services available in local offices, and contact information on the nearest ES office, OSCC/LX partner, including PPEP/NFJP WIA Section 167 program, or affiliated offices throughout the national ES network;
- assistance with resume preparation, information on how to post résumés on-line and how to conduct on-line job searches;
- assistance in communicating between LEP individuals referred to jobs and employers; and
- utilization of Work Opportunity Tax Credit, subsidized employment resources, and other employer incentives to promote employment and job upgrades for MSFWs.

ES's progressive plan for service delivery to MSFWs is consistent with Department of Labor, Employment and Training Administration program equity and minimum service delivery indicators of compliance requirements. The Plan places emphasis on strategies to develop an improved and integrated OSCC/LX. 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.

Service goals proposed for PY2014 include:

Total New/Renew Applications	3,698
Referred to Jobs	2,240
Staff Assisted Services	2,356
Referred to Supportive Services	564
Career Guidance	1,066
Job Development Contacts.....	125
Job Placements	1,198
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

Agricultural Employer Needs and Barriers

ES has identified various components within the agricultural employer community. Some of these employer elements include: farm labor contractors, farm labor contractor employees, farmers, growers and agri-businesses. Some farm labor contractors and FLCE follow migrant crop streams, as individuals and families, or as crew members. The Administration understands that some needs and barriers are common to all of these components.

Agricultural employer needs include, but are not limited to the following:

- able and available workforce to meet short and long-term commitments in diverse locations, crops and living conditions;
- understanding and assistance with local, intrastate, and interstate recruitment, particularly but not exclusively through the Agricultural Recruitment (Clearance) System;
- information on Agricultural Upgrade Training available through PPEP/NFJP WIA Section 167 grantee;
- information on H-2A process to recruit a foreign labor force when the U.S. agricultural labor force is inadequate;
- understanding of the nature and legal requirements of operating a business;
- information to comply with laws, regulations, and trends impacting the agricultural industry;
- pesticide safety and heat stress prevention training, including the importance of providing shade, water and breaks;
- understanding of acceptable employment practices for MSFWs supervisors and support staff;
- assistance in identifying FLC and FLCEs with valid certification issued by Department of Labor Wage & Hour Division;
- assistance with the training of agricultural supervisory staff;
- assistance with tax incentives and wage subsidies as incentives to the employment of MSFWs and other special populations; and
- labor market information.

Barriers that agricultural employers are confronted with include, but are not limited to the following:

- lack of time and understanding to train supervisory personnel to oversee operations, achieve and maintain regulatory compliance, and ensure business continuity and growth;
- increased competition by intrastate and interstate farm labor contractors who follow crops accompanied by their farm worker crews;
- competition from farm labor contracting entities that underbid labor contracts resulting in noncompliant conditions and employer failure to meet all required payroll and personnel costs, e.g. failure to provide unemployment insurance, worker's compensation, vehicle insurance, and coverage of MSFW protection act, and other regulatory requirements related to agricultural business;
- lack of transportation and affordable and appropriate housing for MSFWs;
- lack of information on how to obtain grant funds for farm worker housing;
- lack of understanding of State and federal programs for consultation on housing, compliance and other issues impacting MSFWs living and working conditions;
- poor understanding of proper risk management and legal obligations on issues such as industrial injuries, Unemployment Insurance taxes, fiscal responsibilities, and other required benefits;
- urban sprawl, which results in business displacement, housing, and transportation problems;
- demand for trained and experienced workers exceeding supply in occupations for field workers, farm equipment operators, farm equipment mechanics, irrigators, supervisory staff, safety coordinators, and how to access NFJP/WIA Section 167 training dollars for Agricultural Upgrade Training ; and
- seasonal and transitory nature of business with multiple state rules, regulations and policies, which result in noncompliance or misunderstanding of requirements.

Wagner-Peyser Act services to be provided to agricultural employers through OSCC/LX

ES, in coordination with the network of partners in the OSCC/LX, including the PPEP NFJP/WIA 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 may be 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 engaged 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 OSCC/LX 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 OSCC/LX 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 FLC where worker housing is a condition of employment;
- 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 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/ WIA Section 167 program.

ES 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. ES 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. EA will continue its leadership role to ensure that U.S. domestic workers are not adversely affected.

Agricultural Clearance Order Activity

OSCC/LX staff providing services in active agricultural areas will process approved intra/interstate clearance orders for temporary agricultural and food processing jobs. U.S. domestic farm worker crews, family groups and individuals will be recruited and referred to agricultural employers and FLCs with a valid Farm Labor Contractor certification issued by the Department of Labor Wage & Hour Division.

ES will focus on strategies to increase job orders, job referrals and placements. The percentage of openings received and those filled is expected to remain constant from prior year levels. It is anticipated that interstate clearance orders received by the State will increase and that interstate clearance orders initiated by the State will also increase. Employers will be encouraged to list job openings for local, intrastate and interstate recruitment of U.S. workers.

Previous year's history (based on Program Year 2013 data):

- Number of agricultural job orders received 378
- Number of agricultural openings 6,309
- Number of agricultural referrals 3,895
- Number of agricultural openings filled from referrals 1,899
- Percent filled 49%
- Number of interstate clearance orders received 96
- Number of interstate clearance orders initiated 42

Plan for upcoming Program Year (based on estimated data):

- Number of agricultural job orders expected to be received 378
- Number of agricultural openings projected 6,309
- Estimated number of interstate clearance orders the state will receive 150
- Estimated number of interstate clearance orders the state will initiate 50

Anticipated agricultural activity during PY2014

COCHISE COUNTY
SERVICE AREAS

Bonita	Bowie	Cochise	Douglas
Elfrida	Elgin	Kansas Settlement	McNeal
San Simon	Sunizona	Sunsites	

Crop	Months of Activity	PY2014Estimates		
		Labor Demand	No. of Employers	Labor Shortage (Y / N)
Pecans	Nov–Feb	40	5	N
Pistachios	July	30	4	N
Peaches	June–July	15	1	N
Apple Pruning	January	30	2	N
Apple Harvest	Sept–Dec	50	2	N
Tomatoes	Jan–Dec	700	2	N
Pumpkin	Sept–Nov	15	2	N
Chili (Green)	July–Nov	125	4	N
Chili (Red)	Nov–Dec	125	4	N
Grapes	July	50	4	N

GILA / PINAL COUNTIES
SERVICE AREAS

Arizona City	Bapchule	Casa Grande	Coolidge
Eloy	Florence	Hayden	Hidden Valley
La Palma	Marana	Maricopa	Pete's Corner
Picacho	Red Rock	Sacaton	Santa Rosa
Stanfield	Superior		

Crop	Months of Activity	PY2014 Estimates		
		Labor Demand	No. of Employers	Labor Shortage (Y / N)
Cotton	July	100	20	N
Watermelon	June - Sept	100	4	N
Spinach	Nov - April	50	1	N
Citrus	Oct - Feb	50	2	N
Cantaloupes	June - Sept	350	15	Y
Onions (Green)	May - June	150	3	Y
Onions (Dry)	Feb - March	150	3	Y
Chili (Green)	June - Sept	300	3	Y
Honeydew	June - Aug	100	10	N
Pecans	April - Nov	30	3	N
Potatoes	June - Sept	90	3	Y

MARICOPA COUNTY
SERVICE AREAS

Aguila	Avondale	Buckeye	Cashion	Chandler
El Mirage	Gila Bend	Gilbert	Goodyear	Guadalupe
Harquahala	Higley	Laveen	Litchfield Park	Mesa
Phoenix	Queen Creek	S.E. Scottsdale	Tolleson	Waddell

Crop	Months of Activity	PY2014 Estimates		
		Labor Demand	No. of Employers	Labor Shortage (Y / N)
Table Greens	February	300	6	N
Onions (Green)	March	60	2	N
Onions (Dry)	May	300	2	N
Potato	April - May	160	3	N
Cantaloupe	May - July	750	2	Y
Watermelon	May - July	250	5	N
Broccoli	Nov - March	325	2	N
Chili	June	50	1	N
Spinach	January	75	2	N
Citrus	March	40	4	N
Rose Harvest	Nov - Dec	240	4	N

YUMA / LA PAZ / MOHAVE COUNTIES
SERVICE AREAS

Aztec	Dateland	Dome Valley	Ehrenberg	Gadsden
Parker	Poston	Roll	Salome	San Luis
Somerton	Tacna	Wellton	Wenden	Yuma

Crop	Months of Activity	PY2014 Estimates		
		Labor Demand	No. of Employers	Labor Shortage (Y / N)
Dates	Aug - Sept	1,800	3	N
Cotton	May - June	225	16	N
Melon (Winter)	Sept – Nov	1,000	3	N
Citrus (Pruning)	March - April	1,300	4	N
Citrus (Harvest)	Aug - March	1,300	5	Y
Broccoli	Nov - March	4,000	6	N
Lettuce	Nov - April	20,500	29	Y
Lettuce (Green Leaf)	March - May	240	6	Y
Cauliflower	Nov - March	3,800	9	Y
Strawberries	Nov - March	5	1	N
Cantaloupe	May - July	2,300	7	N
Watermelon	May - July	1,000	4	N
Honeydew	May - July	1,000	4	N
Vegetables	Dec - March	1,000	10	N
Celery	Nov – March	300	3	Y
Cabbage	Nov - May	200	2	Y

ES in partnership with community partners plan to operate an outreach program in order to locate and to contact MSFWs who are not being reached by the normal intake activities conducted by the local offices and for providing services to the agricultural community, both for agricultural employers and MSFWs. Outreach to MSFWs and agricultural employers will be conducted by OSCC/LX offices in every service delivery area where farm workers and agricultural employers live, work, and/or congregate. Six MSFW Outreach Specialists will provide statewide coverage and coordinate outreach and collaborate with MSFW-significant/bilingual and non-significant offices, OSCC/LX centers, and partners in providing services to MSFWs, agricultural and non-agricultural employers, and LEP individuals.

Office	Service Area	Position	FTEs
State Central Office	Statewide	State MA	1
Casa Grande	Statewide	State FLC Coordinator	1
Southwest Phoenix	Maricopa County	Outreach Specialist	1
San Luis	La Paz, Mohave, Yuma Counties	Outreach Specialist	2
Yuma	La Paz, Mohave, Yuma Counties	Outreach Specialist	2
Casa Grande	Gila & Pinal Counties	Outreach Specialist	0.5
Douglas	Cochise County	Outreach Specialist	0.5

Outreach Specialists are continuously being trained to ensure they are sensitive to socio-economic and cultural issues in farm worker communities. Outreach staff will be located in offices designated as significant by either their MSFW population or bilingual need. MSFW-significant offices will be designated as such when 10% or more of applicants for core services are MSFW, or are deemed significant for other reasons (e.g., substantial need for outreach activity and agricultural clearance/H-2A FLC order activity). Offices deemed MSFW-significant will also be deemed as significant-bilingual offices unless fewer than 10% of MSFWs require services in a language other than English. The number of MSFW-significant / bilingual office will remain the same in PY 2014 as identified in PY 2013. Individuals fluent in English and Spanish, and who are ethnically representative of MSFWs in their respective service delivery areas, will staff outreach specialist positions.

The State Monitor Advocate (MA) and the FLC Coordinator, as well as other administrative and supervisory level staff, will support and conduct outreach efforts to promote the MSFW Outreach Program. Coordination will take place to assess, address needs, and explore solutions to ensure program integrity and compliance, and customer satisfaction. Staffing allocations may vary based on ongoing need assessments, availability of resources, and in response to community and stakeholder input. Additional outreach support may be provided through partner MSFW service providers, former/retired outreach worker volunteers and/or other individuals interested in providing services within the MSFW community.

Proposed Outreach Activities for PY2014

Outreach activities will be consistent with the Code of Federal Regulation (CFR) at 20 CFR Part 653.107 and will serve to implement strategies designed to identify, document, and track MSFWs as they access core, intensive, and training services within the state's OSCC/LX. Service delivery strategies are intended to help farm workers achieve integration and self-sufficiency by assessing barriers and providing and promoting services and support, including assessment of skill levels, abilities and aptitudes, as well as providing career guidance, vocational training, education, job search workshops, and referrals to job opportunities. In order to provide more comprehensive WIA Intensive and Training Services to farmworkers and their family members, ES staff will refer those registrants requesting vocational training to PPEP's NFJP/WIA Section 167 program, as well as other approved training providers and or programs.

Job seekers will be directed to facilities easily identified as part of the ES and the Arizona Workforce Connection. 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 be fluid and 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. New technology will provide access and mobility needed to work with this unique population. Laptop 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. Laptops 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 laptop 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. The process has reduced and eliminated the need to track individuals required to sign documents. 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.

ES 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/WIA 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 developing and executing memorandums of understanding that support the OSCC/LX vision in providing services to MSFW adults and youth, agricultural employers, LEP individuals, and disadvantaged customers, 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 Arizona Job Connection data acquisition and reporting system, and utilizes all available resources in the most effective and efficient manner.

Outreach efforts will extend beyond local service delivery areas within Arizona and will cross state borders throughout MSFW migratory streams. Staff will participate in agricultural employment clearance activities in an effort to facilitate an orderly movement of MSFWs from areas of labor supply to areas of labor demand. Outreach efforts will address the need to inform farm workers of supportive services available through the service delivery network as they move along migrant streams.

Outreach strategies will include, but will not be limited to:

- increasing the number of farm workers participating in all labor exchange activities;
- increasing the number of agricultural employers utilizing labor exchange services;
- promoting utilization of the Agricultural (Intrastate and Interstate Clearance) Recruitment System;
- promoting the ES complaint and apparent violation system;
- encouraging participation of farm workers wanting to transition to higher wage jobs and permanent non-agricultural employment;

- enhancing collaboration with farm worker service provider organizations; and
- integrating farm workers, and organizations providing service to them, in One Stop centers.

Outreach plans include presenting workshops, designed in collaboration with institutions of higher education, community colleges, and other training providers, to increase the number of agricultural employers utilizing the OSCC/LX. ES will continue to develop support services for farm labor contractors to enhance agricultural employer relations. Employer seminars and or workshops 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 Department of Labor 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, and predatory practices 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. ES will continue to coordinate and collaborate with the NFJP /WIA section 167 state grantee in all new and ongoing service strategies.

The MA will join the State FLC Coordinator and the MSFW outreach program staff in continuing to develop and to 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. ES 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 farm worker community.

EA will continue collaboration with the AIFC in addressing issues pertaining, but not limited to:

- planning and coordinating MSFW services;
- informational meetings where farm workers and agricultural employers learn about services and resources available, as well as labor laws, rights, protections, and responsibilities
- filing, processing and resolving of labor-related complaints and apparent violations;
- health screenings, prenatal exams, and child immunizations;
- vocational and technical education information and services that help MSFWs transition to higher wage jobs and/or permanent, full-time employment, leading to self-sufficiency;
- immigration and other legal assistance;
- income tax preparation;

- Social Security information;
- consumer rights, protections, and responsibilities;
- nutrition;
- child care;
- Supplemental Nutrition Assistance Program (SNAP);
- other social service benefits; and
- information on affordable and farm worker housing.

Staff in OSCC/LX 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 OSCC/LX partners and affiliated offices, MSFW-significant/bilingual and non-significant ES 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 state OSCC/LX;
- develop and share outreach materials and tools with interested partners for continuous development of OSCC/LX 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;
- distribute information guides in Spanish and English to introduce supportive services available in the community and throughout the local/state/national network of ES 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 OSCC/LX 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 ES 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 workers' access to MSFWs;

- develop and use an "Outreach Packet" including information in English and Spanish on ES and partner services available in the Local Workforce Investment Areas;
- 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 ES office or from other partners in the OSCC/LX, 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;
- Information for LEP individuals and MSFWs on types of specific job openings available;
- 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 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.

Best Practices

ES outreach program will continue to be creative in identifying methods to conduct nontraditional outreach to farm workers, LEP individuals and agricultural employers. Arizona will continue contact with other states to share Best Practices and processes. The following activities will continue to be utilized in educating farm workers and employers on their rights, protections and responsibilities.

Quarterly Round Table Agricultural Employer Seminars

EA 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 ES staff. ES 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 violation through proactive and voluntary compliance.

Annual Arizona/California Agricultural Employer Seminar

Interstate agricultural employer seminars will continue to be held, in English and Spanish, annually to address issues of interest to agricultural employers, FLCs, Supervisors and field foremen/supervisors that conduct business in the border and interior regions of Arizona and California. ES staff will continue to take the lead in organizing seminars and workshops relevant in the day-to-day operations of the agricultural employers, at no cost to participants. These seminars aim to help supervisory staff create and maintain a safe and healthy environment which enables employers and their workers to prosper. Representatives from agencies that enforce and provide consultations on Arizona and California labor laws will be engaged to present information and regulatory updates from U.S. Department of Labor, Department of Agriculture, California Workforce Development Agency, California and Arizona-OSHA, Arizona Department of Economic Security ES, California Highway Patrol, Western Growers Association, and workers compensation insurance underwriters.

Dia Del Campesino

ES staff members will continue to collaborate with other non-profit community partners to plan and execute the annual Dia Del Campesino, Farm Workers Appreciation day, which is held every December in San Luis, Arizona. The event brings together the farm worker community in a family setting that allows for interaction, entertainment through music, dances, and games. This event also provides a forum for an interchange of information and service delivery in a time and place appropriate to maximize participation of farm workers and their families. Booths staffed by bilingual service providers will provide information in English and Spanish on issues such as employment, labor laws affecting worker rights and protections, legislation and regulations impacting the agricultural industry, health care screenings and vaccinations, clothing, educational opportunities, and information on various issues of interest to farm workers and families.

Annual Arizona Interagency Farm workers Coalition State Conference

The State MA, the State FLC and the ES MSFW outreach program staff will continue to actively participate with AIFC. They will take the lead in bringing community programs together which include but are not limited to: Yuma County Farm Workers Service Coalition, PPEP NFJP/WIA Section 167, Chicanos Por La Causa Inc. (CPLC), Arizona Migrant & Seasonal Head Start Program, Migrant Health Program, Migrant Education, Farm worker Housing, and various other farm worker programs throughout the state. Together they will continue to leverage resources, address needs, explore and implement solutions to meet the needs of the farmworker population. ES will continue to collaborate with AIFC in conducting a variety of fundraising activities throughout the year to facilitate awarding scholarships to children in the MSFW community. AIFC's State conference provides an opportunity for training on pertinent subjects related to farmworkers and their families and new technology for staff that serve farm workers/agricultural employers and LEP individuals. The conference also provides a forum to promote networking of partner entities. ES MSFW program designated staff and their supervisors will participate in the State conference to ensure they stay up to date on new program service available in their respective communities.

Yuma County Farmworkers Service Coalition

The ES MSFW staff has actively participated with the Yuma County Farmworker Services Coalition for five years. The Coalition brings community based organizations together to coordinate outreach and awareness of opportunities for farmworkers. Some of the organizations that participate include: PPEP, CPLC, Migrant & Seasonal Head Start Program, Immigration Program, Yuma County Housing Authority, Mexican Consulate, Campesinos Sin Fronteras, Yuma Union High School Migrant Program, Yuma Private Industry (YPIC), local agricultural employers. The Coalition members meet regularly to discuss issues, seek solutions, and develop plans of action as identified. ES MSFW staff continues to participate in the planning and organization of the annual summer seminar/workshops with topics that affect day to day activities of the employer and farmworker in the language they understand, at no cost to participants.

Employment Service office self-assessments

In addition to the required Local Office reviews conducted by the State MA, the ES Regional Managers and Local Office Supervisors conduct office self-assessments. Their monitoring tool includes a section specifically related to the delivery of services to MSFWs, outreach specialists' daily logs, outreach plans, local complaint system logs, and monthly (ETA 5-148) reports on services delivered to MSFWs. Local Office Supervisors and Regional Managers will work together in compiling information from internal and external customer contacts, customer satisfaction surveys, system-generated reports, and stakeholder input to prepare reports for EA management and the State MA. The State MA will use the reports to analyze the strengths, weaknesses, opportunities, threats and trends develop corrective action plans conducive to ensuring program integrity, compliance, and enhancements in service delivery as appropriate.

Collaboration with PPEP NFJP/WIA Section 167

ES and PPEP NFJP/WIA Section 167 management will continue to meet to assess and develop strategies designed to enhance services to MSFWs and their families. ES and PPEP NFJP staff will continue to attend training together and will continue to be invited to attend one another's staff meetings to collaborate and improve service delivery to MSFWs. ES will continue to invite the PPEP NFJP staff to attend the orientations for the long-term unemployed individuals, specifically where the majority of the attendees are MSFWs, to present on NFJP/WIA Section 167 employment and training service.

Memorandums of Understanding

ES will continue to develop and maintain a Memorandum of Understanding (MOU) with PPEP NFJP/WIA Section 167, CPLC and the Arizona Association of Community Health Center Farmworker Outreach Program that outlines the roles and responsibilities each program has in regards to service delivery to the MSFWs and their families. ES will continue to identify and engage other strategic partners to establish MOU's aimed to leverage community resources for enhanced service delivery.

Contingency Plans

NFJP/WIA-167 State Grantee Not Funded

PPEP NFJP/WIA Section 167 is currently funded through June, 2014. If the Program is not funded, the ES local and Regional offices will work closely with MSFWS, advocacy groups, agricultural employers, employment and training providers, stakeholders, Local Workforce Investment Area Boards (LWIBs), and other strategic OSCC/LX partners to assess needs and resources available. ES will work to convene partners to evaluate short- and long-range strategies in planning meaningful OSCC/LX services in a manner that is timely and responsive to the employment and training needs of the MSFW communit.

Wagner-Peyser Act Repealed or Funding for Core Employment Services Consolidated into a Block Grant

The Arizona Department of Economic Security Strategic Plan and the EA Plan for Integrated Delivery of Agricultural Services will serve as guides in ensuring that OSCC/LX services, benefits, and protections are provided

on an equitable and non-discriminatory basis for MSFWs, agricultural employers, and LEP individuals. The EA plan will ensure that service delivery is conducted in accordance with federal program mandates, Governor's policy, and agency directives on the delivery of services to this targeted population.

Review and 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 PY2014. 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 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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Employment Administration Regional Program Managers
ES MSFW-Significant Local Office Supervisors
ES Non-MSFW-Significant Local Office Supervisors
ES MSFW Program Outreach Specialists
EA FLC Coordinator
Arizona State MA

Comment Period March 31, 2014 – May 15, 2014

No comments were received.