

**MEMORANDUM OF UNDERSTANDING AND INFRASTRUCTURE FUNDING AGREEMENT
BETWEEN
PHOENIX BUSINESS AND WORKFORCE DEVELOPMENT BOARD
AND
ONE-STOP SYSTEM PARTNERS

PROVIDING FOR THE OPERATION OF
THE CITY OF PHOENIX LOCAL WORKFORCE DEVELOPMENT AREA ONE-STOP
SYSTEM**

This Agreement is made by and between the City of Phoenix, Arizona, a municipal corporation of the State of Arizona (“**City**”), the Chief Elected Official of the City, (“**Mayor/Designee**”), and the Phoenix Business and Workforce Development Board (“**PBWD Board**”), a local workforce development board as designated by the Governor of the State of Arizona (“**Governor**”), and One-Stop System Partners (“**Partners**”) under the Workforce Innovation and Opportunity Act. The City, Mayor/Designee, Partners and the PBWD Board, are collectively referred to herein as the “Parties,” and individually as “Party.”

RECITALS


1. The Workforce Innovation and Opportunity Act (WIOA) was established to increase employment, education, and training for individuals with barriers, to support the alignment and improvement of the workforce development system, to improve the skills of workers to secure employment with family-sustaining wages, provide employers with a skilled workforce for global competitiveness, and to provide workforce activities through state and local workforce development systems; and
2. The City is designated as the local workforce development area by the Governor and is funded to administer WIOA in Phoenix; and
3. The City of Phoenix Mayor/Designee is the Chief Elected Official (CEO) of the City of Phoenix.
4. The PBWD Board is certified by the Governor as the workforce development board, providing oversight for the City’s local workforce development area; and
5. The Parties acknowledge that WIOA laws and regulations, Training and Employment Guidance Letters (TEGLs), Uniform Administrative Guidance, state law and applicable policies, the Workforce Arizona Council policies, the Arizona Department of Economic Security WIOA intergovernmental agreement, and City policies must be adhered to in their entirety; and
6. The WIOA emphasizes local control so the local workforce development area can tailor services for the unique needs of that local workforce area; and
7. The WIOA requires that the Parties develop and enter into a Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA) between the Local Board and Partners, consistent with WIOA Sec. 121(c)(2), concerning the operation of the one-stop delivery system in a local area. This requirement is further described in the Workforce Innovation and Opportunity Act; Joint Rule for Unified and Combined State

Plans, Performance Accountability, and the One-Stop System Joint Provisions: Final Rule at 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.500, in Federal guidance and pursuant to the Workforce Arizona Council's Job Center MOU and Infrastructure Costs Policy (05-2016).


8. In consideration of the recitals set forth above and incorporated by reference, the Parties agree as stated in Exhibit A and its attachments.

IN WITNESS WHEREOF, the parties herein have caused this Agreement to be executed and become effective on this 1st day of May 2021.

City of Phoenix, a municipal corporation
Ed Zuercher, City Manager

By: 
Christine Mackay
Community and Economic Development Director

ATTEST:


City Clerk Jun 1, 2021


APPROVED AS TO FORM:
Cris Meyer, City Attorney

By: 
Deryck Lavelle (May 27, 2021 18:30 PDT)
Assistant Chief Counsel



TGS
TGS

**Phoenix Business and Workforce Development Board
"PBWD BOARD"**

By: 
Audrey Bohanan (May 12, 2021 08:56 PDT)
Audrey Bohanan
PBWD Board, Chair

To view grievance procedures for Human Services Department, please visit <https://arizonaatwork.com/sites/default/files/700.705%20QA%20Nondiscrimination.pdf>.

By signing this MOU/IFA, the Partner agrees it will release information as it pertains to performance on a quarterly basis to the PBWD Board, as well as participating in the continuous improvement process associated with the One-Stop Delivery System, to include a Client Referral System as stated in the MOU.

ARIZONA@WORK City of Phoenix Adults, Dislocated Workers, and Youth

Marchelle F. Franklin, Director
Human Services Department


KW



Apr 20, 2021

Signature and Date

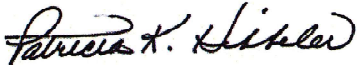
Grievance procedures for Title I, available upon request.

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An amendment to the MOU that applies to a specific one-stop center will be executed only by the City and the other Partners that occupy that one-stop center. Once executed, the amendment will be distributed to all Parties.

WIOA TITLE I - PHOENIX INDIAN CENTER Adults, Dislocated Workers and Youth

Patricia K. Hibbeler, Chief Executive Officer
Phoenix Indian Center



3.8.2021

Signature and Date

To view complaint procedures for Title II, please visit <https://www.azed.gov/adeinfo/about-ade/submit-complaint>.

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WIOA TITLE II – STATE OF ARIZONA Adult Education and Family Literacy Act

Sheryl Hart

Sheryl Hart, Deputy Associate Superintendent
Arizona Department of Education

March 2, 2021

Signature and Date

WIOA TITLE II – STATE OF ARIZONA Adult Education and Family Literacy Act

Steven Paulson

Steven Paulson, Chief Procurement Officer
Arizona Department of Education

Steven Paulson 3.2.21

Signature and Date

To view grievance procedures for DES, please visit [WIOA - Policy and Procedure Manual | Arizona Department of Economic Security \(az.gov\)](#).

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WIOA TITLE III – STATE OF ARIZONA Employment Service (Wagner Peyser Act Programs), Jobs for Veterans State Grants (Vets) under Title 38, U.S.C., and Trade Adjustment Assistance

Chevera Trillo

Chevera Trillo, Workforce Development Administrator
Arizona Department of Economic Security, Division of Employment and Rehabilitation Services

03.03.2021

Signature and Date

Grievance procedures for Title IV, available upon request.

By signing this MOU/IFA, the Partner agrees it will release information as it pertains to performance on a quarterly basis to the PBWD Board, as well as participate in the continuous improvement process associated with the One-Stop Delivery System, to include a Client Referral System as stated in the MOU.

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WIOA TITLE IV – STATE OF ARIZONA Vocational Rehabilitation Services

Kristen Mackey

Kristen Mackey, Administrator
Arizona Department of Economic Security, Rehabilitation Services Administration

Kristen Mackey

3/4/2021

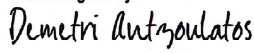
Signature and Date

To view grievance procedures for AARP Foundation ha.scsep.org.

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AARP FOUNDATION, Senior Community Service Employment Program (SCSEP)

DocuSigned by:


623F409E98E1430...
Demetrios Antzoulatos
Vice President Finance, Grants and Operations for AARP Foundation

3/4/2021

Signature and Date

To view grievance procedures for DES, please visit [WIOA - Policy and Procedure Manual | Arizona Department of Economic Security \(az.gov\)](#).

By signing this MOU/IFA, the Partner agrees it will release information as it pertains to performance on a quarterly basis to the PBWD Board, as well as participate in the continuous improvement process associated with the One-Stop Delivery System, to include a Client Referral System as stated in the MOU.

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STATE OF ARIZONA, Unemployment Insurance

Sandra Canez, UI Administrator
Arizona Department of Economic Security, Division of Employment and Rehabilitation Services

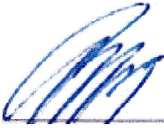
Sandra Canez 03/5/2021
Signature and Date

Grievance procedures for HUD, available upon request

By signing this MOU/IFA, the Partner agrees it will release information as it pertains to performance on a quarterly basis to the PBWD Board, as well as participate in the continuous improvement process associated with the One-Stop Delivery System, to include a Client Referral System as stated in the MOU.

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CITY OF PHOENIX, Department of Housing and Urban Development



Cindy Stotler, Housing Director
City of Phoenix Housing Department

3/3/21

Signature and Date

Exhibit A
Memorandum of Understanding and Infrastructure Funding
Agreement

ARIZONA@WORK City of Phoenix
Business and Workforce Development Board
Memorandum of Understanding & Infrastructure Funding
Agreement

2020-2023

City of Phoenix

COMMUNITY AND ECONOMIC DEVELOPMENT DEPARTMENT | 200 W. WASHINGTON ST. PHOENIX, AZ 85003

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ARIZONA@WORK City of Phoenix Job Center and Affiliate Site Partners Operating Annual Budget, Infrastructure Costs, Occupancy Percentage, Additional Shared Costs, and Proportionate Share of Costs (***Please see Attachment II – Cost Methodology Excel Spreadsheet***)

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I. Introduction

The Workforce Innovation and Opportunity Act (WIOA) sec. 121(c)(1) requires the Local Board, with the agreement of the Chief Elected Official (CEO), to develop and enter into a Memorandum of Understanding (MOU) between the Local Board and the One-Stop System Partners, consistent with WIOA Sec. 121(c)(2), concerning the operation of the one-stop delivery system in a local area. This requirement is further described in the Workforce Innovation and Opportunity Act; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions: Final Rule at 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.500, in Federal guidance and pursuant to the Workforce Arizona Council's Job Center MOU and Infrastructure Costs Policy (05-2016).

§ 678.500(b)(1) A description of services to be provided through the one-stop delivery system, including the manner in which the services will be coordinated and delivered through the system

The sharing and allocation of infrastructure costs among one-stop system partners is governed by WIOA sec. 121(h), its implementing regulations, and the Federal Cost Principles contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200. This Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA) establishes the spirit of cooperation and collaboration in the City of Phoenix Local Workforce Development Area, as required in the Workforce Innovation Opportunity Act (WIOA).

The MOU identifies "Shared Customers," as individuals with disabilities, education, language, and income barriers, and those with Veteran status who will achieve measurable outcomes in the areas of education, training, job placements/retention and career pathways towards self-sufficiency.

The IFA describes how the parties will use their various funding streams and resources to serve their mutual customers, youth, jobseekers, and employers, through an integrated system of service delivery. In addition to the three comprehensive centers in the City of Phoenix, there are two affiliate sites that provide both Title IB Adult/Dislocated Worker and Housing and Urban Development services at two public housing locations. The parties to the MOU/IFA understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies.

A. One-Stop System Delivery System Vision, Mission, and Goals

The ARIZONA@WORK City of Phoenix One-Stop System Partners (Partners) aim to increase access and opportunities for employment, education, and training that provides industry recognized credentials and support services, particularly for individuals with the greatest barriers to employment, through stronger alignment of the workforce system partners and other community-based services in order to strengthen the City's workforce system. To accomplish this, the Partners agree to provide an integrated service delivery method that is accessible, customer focused, and

performance based to equip job seekers and existing workers with high-quality career training and supportive services needed to obtain and maintain a quality job/career path. This innovative network collaborates to create an accessible and integrated service delivery system to produce a pipeline of skilled workers and to meet current and future labor demands. Across the system, continuous improvement is supported through evaluation, accountability, identification of best practices, and data driven decision making.

Valuing all Partners and the resources they provide, the needs of shared customers will be characterized through the hallmarks of WIOA:

Focused Workforce Solutions

- Provide information and guidance to job seekers to make informed decisions about training and careers
- Develop a pipeline of skilled workers based on identified current/projected business needs through a networked system of services
- Develop educational training and supportive services to meet the needs of job seekers, including those with obstacles to employment

Excellent Customer Services

- Streamline processes to ensure seamless customer service while addressing all customer needs
- Share information among partners to effectively navigate the customer to appropriate services
- Ensure staff are knowledgeable of resources within the workforce delivery system through comprehensive training and development
- Provide an exceptional customer experience in a professional environment

Strong Regional Economies

- Leverage resources to strengthen job and career opportunities in high growth industries within the local area
- Customize education and training services to align with current and projected business needs

B. Parties to the MOU

This Memorandum of Understanding (MOU) is the product of local discussions and negotiations developed and executed between the Phoenix Business and Workforce Development Board (PBWD) Board and the one-stop partners with the agreement of the Chief Elected Official (CEO) relating to the operation of the one-stop delivery system (20 CFR § 678.400). All parties of this MOU are signatories (20 CFR § 678.500). The City of Phoenix Community and Economic Development Department is the administrative entity for the Phoenix Business and Workforce Development Board and staffs the Board. The Infrastructure Funding Agreement (IFA) details how every required One-Stop Partner will contribute to non-personnel operating costs. Every required Partner must help subsidize the infrastructure operating costs of the One-

Stop Center(s), in a proportionate manner, with cash, non-cash, or third-party in-kind contribution.

CORE Partner Programs

1. Title I: Adult, Dislocated Worker, Youth, Native American programs, Job Corps, Youth Build and Migrant Seasonal Farmworkers Programs
2. Title II: Adult Education and Literacy
3. Title III: Wagner-Peyser
4. Title IV: Vocational Rehabilitation

Required Partners

1. Senior Community Service Employment Program (SCSEP)
2. Career and Technical Education programs at the postsecondary level (CTE) under Perkins Career & Technical Education Act
3. Trade Adjustment Assistance
4. Jobs for Veterans State Grants
5. Community Services Block Grant (CSBG) employment and training activities
6. Housing and Urban Development
7. State Unemployment Insurance
8. Programs authorized under Section 212 of the Second Chance Act of 2007

C. Partnerships Currently in Place

During the past three years partners have specifically put forth every effort to support mutual customers with the respective services of all partner programs directly associated with the MOU/IFA and those partners, by extension, were able to support the mission. Below are a few highlights of these collaborations.

The Workforce Innovation and Opportunity Act (WIOA) places heightened emphasis on the alignment of programs that serve out-of-school youth in order to ensure that young adults obtain the skills necessary to prepare for successful workforce participation and continued educational achievement.

Chicanos Por La Causa (CPLC), an ARIZONA@WORK City of Phoenix Youth Services Provider has partnered with Rio Salado College (Title II Adult Education provider) over the past three years to offer Adult Education services through their GED test preparation classes.

The purpose of the partnership is to provide young adults test preparation classes to prepare them for pursuing their high school equivalency (HSE) diploma through the GED test. Passing the GED test provides HSE to those that did not finish high school. The test measures their knowledge and academic skills against those of today's traditional high school graduates. Additionally, the partnership offers two-way referrals for mutual benefit of each program, co-location on one campus which facilitates easy and efficient testing of youth, strong instructor, and case manager relationships to streamline services. By working together, CPLC and Rio Salado College are maximizing the potential of these young adults by implementing evidence-based practices to support the successful achievement of their educational and career goals.

The Rehabilitation Services Administration (RSA), Vocational Rehabilitation (VR) Services (Title IV) has partnered successfully with the Arizona Department of Economic Security (ADES) Division of Employment and Rehabilitation Services (DERS) Business Services Representatives (BSR) of WIOA. The Business Service Representatives (BSR) are working with VR job seekers through a direct referral process. In another project, the VR Counselors are partnering with BSRs to gain information about business needs in the community, local active job markets, and maintain a current view of the fast-moving world of employment. By identifying the needs of both customers, the job candidate with a disability and the business needs of the company, both receive better matching services, and reduces the interruptions to the employer to build multiple relationships.

Vocational Rehabilitation is also viewed by the One Stop Operator and the Core Partners as an active partner in staff development. RSA staff have provided disability awareness experiences, disability etiquette training, and consultative services to assist WIOA staff with disability related information. All of these services are intended to increase the quality of customer service afforded to One Stop customers, and to increase the comfort level of staff in working with persons with disabilities.

The ARIZONA@WORK City of Phoenix South Job Center has experienced the greatest growth in the past three years. Since its renovations and remodel in September 2017, partners from Title IV Vocational Rehabilitation (RSA), Child Care Administration (CCA), the Maximus DES TANF Jobs program joined Family Assistance Administration (FAA), Title III Wagner-Peyser/Veteran Services and Title IB Adult, Dislocated Worker and Youth Development programs joined together as a comprehensive co-located one-stop for services.

ARIZONA@WORK City of Phoenix Title IB programs, the City of Phoenix Travis L. Williams Family Service Center (Community Action Program; Community Services Block Grant), and the Department of Economic Security (DES) Family Assistance Administration (FAA) partnered in south Phoenix to connect recipients of Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance (SNAP) with emergency services related to utility assistance. ARIZONA@WORK City of Phoenix provides equipment at the South Job Center, with FAA providing the space, for case managers from the Family Service Center to deliver on-site access for any emergency utility service needs to TANF and SNAP recipients. FAA provides eligibility services for both TANF and SNAP at the Job Center.

The purpose of this partnership is to eliminate any barriers to ensure that those most in need of emergency utility assistance can get access to that resource while applying for, or updating, public benefits eligibility. Coupled with access to employment opportunities through ARIZONA@WORK, public assistance recipients are able to reduce the length of time they are receiving public assistance, while having their social service needs stabilized. The pilot began in January 2020, and of course, has now been suspended due to the pandemic. Prior to the pandemic, Family Service Center case managers were on-site at the South Job Center one day per week and are planning to increase their presence based on the number of successful connections with utility assistance. The teams hope to resume this relationship when post-pandemic service delivery is determined. Since this was only two months into its pilot stage, there is no notable data to report.

Partnerships with Housing and Urban Development (HUD): Through a comprehensive co-located approach, two Title IB Career Advisors provide services to HUD customers residing at the Marcos de Niza and Aeroterra public housing I sites. These locations are also Affiliate Sites. A success story comes from a referred customer initially seeking assistance from one of these locations as the customer was facing multiple barriers to their self-sufficiency, regarding employment and otherwise. In partnership with Title III, Employment Services, the customer was referred to Title IV VR as an approach to mediate barriers in a priority order. VR enrolled the customer and assisted them with obtaining stable shelter, coaching and employment. Through this collaboration, the customer became employed and is working to obtain her GED to advance her skills.

The co-located partners realize that there is a need to improve the referral process to external partner services. Although many Partners are connecting their customers to a variety of services, ongoing challenges are faced when facilitating services across partner agencies. The One-Stop Operator (OSO) has begun facilitated discussions between the Partners to address the challenges faced. Through this coordination, the partners continue working on creating the infrastructure of a referral system to bridge the gap that exists regarding access to host IT servers and sharing of information. An automated Client Referral System has been developed and is currently in the pilot phase with several workforce system partners.

D. Term of the MOU

The Phoenix Business and Workforce Development Board (Board) enters into this agreement to ensure that the principles outlined in this MOU/IFA are consistent with the Arizona Workforce Innovation and Opportunity Act (WIOA) State Plan for Program Years 2020-2023, and State Administrative Policies to include the Workforce Arizona Council. This MOU/IFA indicates an intended common line of action and is not a legally enforceable agreement.

This Memorandum of Understanding (MOU) is the product of local discussions and negotiations developed and executed between the Board and the one-stop partners with the agreement of the Chief Elected Official (Mayor) relating to the operation of the one-stop delivery system (20 CFR § 678.400). All parties of this MOU are signatories (20 CFR § 678.500). The City of Phoenix Community and Economic Development Department is the administrative entity for the Board and staffs the Board. Every required Partner must help subsidize the infrastructure operating costs of the One-Stop Center(s), in a proportionate manner, with cash, non-cash, or in-kind contribution. The IFA details how participating, required One-Stop Partners will contribute to the non-personnel operating costs.

This MOU will commence on July 1, 2020 and remain in effect until June 30, 2023 unless earlier terminated by the repeal of WIOA or as provided herein.

E. MOU Negotiations and Amendments

If agreement regarding infrastructure costs is not reached when other sections of the MOU are ready, an interim infrastructure funding agreement may be included instead, as described in 20 CFR 678.715(c). Once agreement on infrastructure funding is reached, the Board and one-stop partners must amend the MOU to include the infrastructure funding costs of the one-stop centers.

The partners shall review the MOU/IFA at least bi-annually during the three-year period to ensure appropriate funding and delivery of services are met. If substantial changes have occurred during the three-year period, then renegotiations will take place with Partners as needed. The partners shall collaboratively evaluate the effectiveness of operations pursuant to this MOU/IFA and negotiate any necessary modifications to the provisions herein.

If the Partners are unable to reach agreement, a face to face meeting will be scheduled with the Partners and the Board's Executive Leadership Committee to resolve the issue. If the parties are unable to come to an agreement, the Board will follow the Workforce Arizona Council's ARIZONA@WORK Job Center MOU and Infrastructure Costs Policy, 05-2016 as stated below.

Notice of Impasse

If an agreement has not been concluded successfully the Local WDB must document the negotiations and efforts that have taken place in the MOU. The State Board, one-stop partner programs, and the Governor may consult with the appropriate Federal agencies to address impasse situations related to issues other than infrastructure funding after attempting to address the impasse. Impasses related to infrastructure cost funding must be resolved using the State infrastructure cost funding mechanism (20 CFR 678.73). The Local Board must report failure to execute a MOU with a required partner to the Governor, State Board, and the State agency responsible for administering the partner's program. Additionally, if the State cannot assist the Local Board in resolving the impasse, the Governor or the State Board must report the failure to the Secretary of Labor and to the head of any other Federal agency with responsibility for oversight of a partner's program.

II. Strategic Vision

The Mission of the Phoenix Business and Workforce Development Board (Board) is to fulfill the Six Purposes of the Workforce Innovation and Opportunity Act.

Goal 1: Instill hope.	Goal 2: Drive economic mobility and impact.	Goal 3: ARIZONA@WORK is the recognized workforce authority in the region.
Strategy 1. Develop opportunities for individual connections and relationships to support vulnerable populations including youth and dislocated workers.	Strategy 4. Leverage labor market information to inform decisions and strategic impact of Workforce Development.	Strategy 8. Raise external awareness of ARIZONA@WORK City of Phoenix.
Strategy 2. Align with local investment in diversity and inclusion as a primary business strategy.	Strategy 5. Ensure return on investment (ROI) for Workforce Development in the City.	Strategy 9. Build an internal communication strategy.
Strategy 3. Show promise for individuals seeking careers through the sharing of simple approaches.	Strategy 6. Invest in educational programs that lead to pre-defined, sustainable Career Pathways and business competitiveness.	Strategy 10. Identify and reach the populations we intend to serve and connect them with resources and services.
	Strategy 7. Apply existing funding to produce results that demonstrate ROI.	Strategy 11. Focus the funds, tools, and resources to serve people who need assistance in acquiring credentials and work.
		Strategy 12. ARIZONA@WORK is the single point of contact for hope and direction.

A. Comprehensive Job Centers and Affiliate Sites

In alignment with the Board's Strategic Plan, and the Local Workforce Development Area Plan, the purpose of the three ARIZONA@WORK City of Phoenix Comprehensive Job Centers is to help employers of all sizes and types recruit, develop and retain the best employees for their needs, and to provide job seekers throughout the city of Phoenix services and resources to pursue employment opportunities. The comprehensive centers shall serve as focal points for local and regional workforce-innovation initiatives. Achieving this will require delivering high-quality and integrated workforce innovation, education, and economic-development services for jobseekers, incumbent workers, and employers.

ARIZONA@WORK City of Phoenix Affiliate Sites provide job seeker and employer customers one or more of the ARIZONA@WORK One-Stop System Partners' programs, services, and activities. Affiliated sites do not need to provide access to every required ARIZONA@WORK City of Phoenix One-Stop System Partner as these locations are access points and are utilized to supplement and enhance customer access to services.

ARIZONA@WORK Network of Partners or Specialized Centers can be comprised of any network of ARIZONA@WORK City of Phoenix One-Stop System Partners or specialized centers that are connected to the comprehensive ARIZONA@WORK City of Phoenix Job Centers, as well as, any appropriate affiliate centers (i.e. such as having processes in place to make referrals to the comprehensive and affiliate sites) (20 CFR 678.320).

As required under WIOA (20 CFR 678.800), the Board will certify the ARIZONA@WORK City of Phoenix Job Centers, including comprehensive, affiliate and specialized sites, once every three (3) years. The Board utilizes the guidance and tools to complete certifications for the centers and sites as provided by the [Workforce Arizona Council State Policy #6- Certification of the ARIZONA@WORK Job Centers](#).

All Comprehensive Job Centers, Affiliate Sites and Specialized Centers must be physically and programmatically accessible to individuals with disabilities, as described in § 678.800.

All ARIZONA@WORK City of Phoenix locations can be accessed on the ARIZONAatWORK.com/Phoenix webpage.

B. One-Stop Center Services

The Board has oversight of one-stop operations and adult and dislocated worker programs at the three ARIZONA@WORK City of Phoenix Comprehensive Job Centers; and adult and youth programs at the affiliate sites and specialized centers. Access to services, technology, and materials are made available through the one-stop delivery system. Accommodations are also made available to persons with disabilities. Below is an overview of the types of services provided via our workforce system.

1. Basic Career Services – ARIZONA@WORK Job Centers must provide WIOA basic services to any individual upon request. These are services that must be made available to all job seekers and include informational and labor exchange services. These services are also provided at the Turn A New Leaf and YMCA Christown Specialized Centers.
2. Individualized Career Services – are provided if determined to be appropriate in order for an individual to obtain or retain employment. These services also include the availability of training services and are made available at all three ARIZONA@WORK Job Centers, and all Affiliate Sites. Priority of these services are funded under the Title IB adult program and are provided to participants who are veterans, public assistance recipients, other low-income individuals and individuals who are basic skills deficient.
3. Follow-up Services - are provided, as appropriate, to participants in the Adult, Dislocated Worker and Youth programs. Follow-up services must be available and provided as deemed necessary.

* Additional partner services information is outlined in the Partner Matrix of Services (Attachment 1).

4. Business Services - Business service representatives offer a range of customized business services to meet businesses' needs by building relationships with employers through regional initiatives, including, but not limited to sector partnerships and business alliances. These services may be provided to employers, employer associations, or other such organizations and are tailored for specific employers. The PBWD Board agrees to provide the services listed below to all employers within the City of Phoenix Local Workforce Development Area and may provide additional services as appropriate:
 - a. Customized screening and referral of qualified participants in training services to employers.
 - b. Customized services to employers, employer associations, or other such organizations, on employment-related issues.
 - c. Customized recruitment events and related services for employers including targeted job fairs.
 - d. Human resource consultation services, including but not limited to assistance with:
 - (1) Writing/reviewing job descriptions.
 - (2) Creating orientation sessions for new workers.
 - (3) Honing job interview techniques for efficiency and compliance; or
 - (4) Creating job accommodations and using assistive technologies.
 - e. Customized labor market information for specific employers, sectors, industries, or clusters; and
 - f. Work-Based Learning programs to include:
 - (1) Expanding Registered Apprenticeship Opportunities
 - (2) Incumbent Worker Training
 - (3) On-the-Job Training
 - (4) Customized Training

C. Coordination of Services between Partners

In order to eliminate duplication of services, the parties to this MOU agree to coordinate the delivery of services and activities to:

1. Collaborate and promote the coordinated delivery of services through program integration whenever possible and participate in joint planning.
2. Coordinate resources and programs to ensure a streamlined and efficient Workforce Development system.
3. Provide direct access to services through real-time technology.
4. Promote information sharing and coordination of activities to improve the performance of the One-Stop Delivery System in part through the use of data sharing agreements.

D. Roles and Responsibilities of Partners

Every ARIZONA@WORK City of Phoenix Job Center must provide “direct linkage” or meaningful access to information/services to the programs and services of all required One-Stop System Partners. All Partners staff should assist customers in contacting another Partner agency in order to help them understand the program and any eligibility requirements. Direct Linkage must be meaningful and may not simply be providing the customer with a Partner’s name or phone number, supplying a website address, leaving the customer to make contact on his or her own. All Job Center staff are accountable for knowing enough about each required and/or co-located Partner’s available services to give an individual the information needed to make an informed consumer choice as to whether or not to access those services. The PBWD Board’s intent of this MOU is to equip all Partner staff with the resources needed to provide meaningful access to information and services which entails:

1. Program staff physically present at the Job Center
2. Partner program staff physically present at the Job Center, appropriately trained to provide information to participants about the programs, services, and activities available through Partner programs; or
3. A direct linkage by phone, email, or through other real-time, web-based communication to a program staff member with the competency and authority to assist the participant with applying for, or obtaining, program benefits or services.
4. Provide appropriate career services and work collaboratively to maintain a strong workforce development system.
5. Participate in the operation of the Center consistent with the terms outlined in this MOU by offering its respective services through on-demand access to the required career services in the most inclusive and appropriate setting and makes necessary accommodations for individuals with disabilities, which are necessary to achieve effectiveness and physical and programmatic accessibility.

**Please see Partner Service Matrix in Attachment 1*

E. Linking Customers to Services

A referral to services requires communication between the Partner agency and Job Center Staff, not just communication to the participant. The ARIZONA@WORK City of Phoenix One-Stop System Partners will collaborate to provide physical and/or electronic access to shared customers. Partners will commit to regularly evaluating ways to improve the referral process, including the use of customer satisfaction surveys. Minimally, the referral will include: Name—Participant being referred; Date Contact Made—Date the referring Partner provides referral information to referred Partner. This is the start of the referral process between Partners; Response Received/Date—Response from the referred Partner, acknowledging/confirming the referral; Referral To—Partner organization receiving the referral; and Reason for Referral—Why the participant is being referred and/or what services are being sought. Documentation should always be completed with the above referral information in a Case Note in the participant's file in the Arizona Job Connection system and follow up on referred participants.

The One-Stop System Partners have agreed to conduct referral for services in the following manner:

1. **Connecting:** Partners will connect customers to services available via the One-Stop Delivery System by first initiating contact with the partner program to establish next steps for the customer. Staff from both WIOA Title IB and Title III can access shared customer's records, eliminating duplication of time and effort. Currently, WIOA partners communicate through a referral form process between case managers via email and phone calls with direct service staff across Title II and Title IV programs. Ongoing staff development training will facilitate relationship building and information sharing among core partner staff. Future initiatives include, utilization of an electronic referral system for partner programs, to include information with the date, time, and place of an appointment. Follow-up and next steps will be outlined in an electronic system and monitored regularly to ensure timely service delivery.
2. **Point of Contact:** Each Partner will provide a point of contact including name, title, and associated phone number, and e-mail address or a universal email address for the connection point. Partners further agree to keep all contact information current.
3. **Co-Enrollment:** Co-enrollment opportunities will be established through shared customer contact and a reputable relationship between partner organizations. The objective of such co-enrollment is to broaden the service options for participants and to respond to unmet training, supportive service, employment needs, and to allow Partners to share credit for outcomes. To accomplish these objectives the Partners will:
 - a. Cross-train partner staff with basic eligibility and participation requirements, as well as with the available services and benefits offered, for each of the Partners' programs represented in the ARIZONA@WORK American Job Center Network.

- b. Develop materials summarizing their program requirements and making them available for Partners and customers. With the informed consent of the affected participant, share participant information (including eligibility and assessment information) to minimize participants' need to have to provide similar or identical information to more than one of the partners.
- c. Co-enrollment of participants across programs and funding streams will be offered in the welcome function by identifying all potential programs of eligibility during a one on one welcome meeting. Subsequent meetings during other service provision may result in a recommendation of co-enrollment.

F. Data Sharing Technology and System Security

All partners will agree to a commitment to share data and technology as allowable by partner agency. This would include sources of data such as customer surveys, specific program, and community data. Through this agreement, all partners agree that they will release information as it pertains to Quarterly Partner Reporting and the continuous improvement process associated with the One-Stop Delivery System. NOTE: Partners are encouraged to seek clarification from their respective agencies and/or data staff regarding information needed for this section.

The state required data management system is the Arizona Job Connection (AJC), which is the primary case management and federal reporting system utilized by the Phoenix Local Workforce Development Area. Adult/Dislocated Worker and Youth program providers enter all required data for eligibility, data validation, and performance reporting according to State guidance. Because the system is integrated, other Partners' programs with access to AJC can access the universal information that is created by the individual or staff member.

At this time, ARIZONA@WORK City of Phoenix's Title IB Programs, Title III, Employment Service and Trade Adjustment Assistance use the universal information to create program applications and service plans.

The following information can be generated from this system:

- a) Reports that provide information on program outcomes to assist in program planning and/or day-to-day operations.
- b) Information on case management and business services.
- c) Aggregate information on performance, service numbers, or other relevant non-confidential
- d) Specialized aggregate data collection efforts to track special projects such as serving special populations or services being provided by other grant funding.

Partners who wish to obtain access to the AJC may do so by entering into a data-sharing agreement with the Arizona Department of Economic Security (ADES) pursuant to this MOU if the following conditions are met:

- e) The Partner is responsible for all costs associated with data access (e.g. hardware and software, phone lines, monthly connection charges, fees for usage).
- f) The Partner agrees to adhere to state and local policies governing confidentiality, data usage, and standards for data entry.
- g) Each Partner staff member who requires access will follow the security access procedures established by ADES and sign the appropriate data access forms prior to receiving access.

2. ARIZONA@WORK City of Phoenix Job Centers utilize VOS Greeter, a web-based lobby management tool, to streamline customer flow. This eliminates the use of all paper, forms, route slips, etc. previously a part of the welcoming process.

III. One-Stop Operator Function and Scope

A. Procurement of the One- Stop Operator

On behalf of the PBWD Board, The Community and Economic (CED) Development Department manages the One-Stop Operator (OSO) contract. The OSO is selected through a competitive procurement process conducted by CED in compliance with all applicable federal, state, and local laws, regulations, and policies. The OSO will coordinate integrated services at the City's American Job Centers, manage customer flow at the centers and serve as a liaison to the required one-stop partners.

B. One-Stop Operator Functions:

1. Coordinates service delivery of required partners and service providers.
2. Manages customer flow within the job centers.
3. Coordinates service providers within the job centers and across the one-stop system.
4. Coordinates service delivery in a multi-center area, including affiliated sites.
5. Promptly develops solutions to address any identified problems in day to day operations and continues to apply corrective actions until performance meets standards.
6. Identifies Center staffing needs for the OSO team.
7. Produces monthly narrative with trends on customers served through utilization of the VOS Greeter System.
8. Achieves contracted performance measures and deliverables established by the PBWD Board.
9. Convenes monthly meetings of key Job Center managers.
10. Plans and moderates Integrated Service Delivery Training for Job Center staff as well as Quarterly Partner Meetings for System Partners.
11. Assists with facility coordination and accountability with AZDES, PBWD Board, and relevant partners.

C. Prohibited Functions

1. Convene system stakeholders to assist in the development of the local plan.
2. Prepare and submit the local plans (WIOA sec.107).
3. Be responsible of oversight of itself.
4. Participate in the competitive selection process for one-stop operators.
5. Select or terminate One Stop Operators, Career service providers, and Youth providers.
6. Negotiate local performance accountability measures.

IV. Description of Shared Funding

WIOA (20 CFR 678.700 through 678.755) requires all one-stop partner programs to contribute to infrastructure funding of the one-stop system. In compliance with WIOA sec.121(c) and applicable uniform guidance and State Policy, the Parties agree to this Infrastructure Funding Agreement (IFA) to cover the One-Stop System operating costs based upon each Party's proportionate use of the system and relative benefit received.

The operating budget of the ARIZONA@WORK City of Phoenix Job Centers, including the infrastructure costs, is the financial plan to which the ARIZONA@WORK City of Phoenix One-Stop System Partners, Chief Elected Official (CEO) and the PBWD Board have agreed to in the MOU, that will be used to achieve their goals of delivering services in a LWDA. The ARIZONA@WORK City of Phoenix operating budget is the master budget that contains a set of components identifying costs related to the ARIZONA@WORK City of Phoenix system. This includes infrastructure costs and other additional costs which must include applicable career services and may include other shared operating costs (with the exclusion of the infrastructure costs).

A. Infrastructure Costs

Infrastructure costs are non-personnel costs necessary for the general operation of the sites such as:

- Rental of the facilities
- Utilities and maintenance
- Equipment, including assessment-related products and assistive technology for individuals with disabilities
- Technology to facilitate access to the ARIZONA@WORK Job Center, including technology used for the center's planning and outreach activities; and
- Costs of the common identifier may also be included

B. Additional Costs and Shared Costs

ARIZONA@WORK City of Phoenix Partners must share in additional costs, which must include applicable career services and may include other shared operating costs and shared services necessary for the general operation of the ARIZONA@WORK City of Phoenix Job Centers and Affiliate Sites.

Exhibit A of this MOU is the Infrastructure Funding Agreement including the Additional Costs and Shared Costs Agreement. This agreement defines the infrastructure costs associated with the ARIZONA@WORK City of Phoenix North, South and West Job Centers, the two Housing and Urban Development Affiliate Site, as well as the additional and shared costs associated to the ARIZONA@WORK City of Phoenix Workforce System. All formal cost sharing agreements are negotiated and executed as one instrument for the relevant parties. All agreements will ensure services are provided seamlessly and without duplication, expand the one-stop system capacity and

accurately represent each partners contribution to the system. The Infrastructure Funding Agreement, Additional Costs and Shared Costs Agreement/Budget will be reconciled bi-annually by the staff that fiscally support the Phoenix Business and Workforce Development against actuals to ensure that partner programs are paying their fair share.

Additional costs may also include the following based upon agreement with the WIOA System Partner:

- Initial intake
- Assessment of needs
- Appraisal of basic skills
- Identification of services to meet needs
- Referrals to other ARIZONA@WORK partners
- Business services

Personnel expenses associated with a shared welcome desk or greeter, or office manager, and a portion of the costs of the Board staff who supports the general operations of the ARIZONA@WORK Job Center may also be included in additional costs. As with all costs related to the operations of the ARIZONA@WORK system, these shared operating costs must be proportionate to the use of the ARIZONA@WORK partner program and consistent with the cost principles of the Uniform Guidance at 2 CFR 200 and TEGL 17-16.

V. Infrastructure Funding Agreement

A. ARIZONA@WORK City of Phoenix Partners, Chief Executive Official(s), and the LWDB Participating in the IFA	
ARIZONA@WORK City of Phoenix Partners	Point of Contact Information <i>Name, Title, Address, Telephone, Email</i>
Adult, Dislocated Worker (DW), and Youth Programs under Title I-B of WIOA	Kweilin Waller - Human Services Deputy Director of WIOA Adult, Dislocated Worker, Youth Programs and Specialty Grants 200 W. Washington St. 19 th Floor Office: 602-261-8622 kweilin.waller@phoenix.gov
Wagner-Peyser under Title III of WIOA	Edward Abramowitz – Employment Services Manager 4635 S. Central Ave. MD5214/Unit118 Phoenix, AZ 85040 Office: 602-771-0488 ebramowitz@azdes.gov Chevera Trillo - Workforce Development Administrator 1789 West Jefferson, Mail Drop 5111 Phoenix, Arizona 85007 Mobile: 480-487-7806 CTrillo@azdes.gov
Jobs for Veterans State Grants (Vets) under Title 38, U.S.C.	Edward Abramowitz – Employment Services Manager 4635 S. Central Ave. MD5214/Unit118 Phoenix, AZ 85040 Office: 602-771-0488 ebramowitz@azdes.gov Chevera Trillo - Workforce Development Administrator 1789 West Jefferson, Mail Drop 5111 Phoenix, Arizona 85007 Mobile: 480-487-7806 CTrillo@azdes.gov
Vocational Rehabilitation under Title IV of WIOA	Jan Davis – Program Manager 3221 N. 16 th St. Phoenix, AZ 85016 Office: 602-266-9206 Mobile: 623-251-0961 jandavis@azdes.gov

<p>Adult Education and Family Literacy Act programs under Title II of WIOA</p>	<p>Sheryl Hart – Director 1535 West Jefferson St. Phoenix, AZ 85007 602-364-2707 Sheryl.Hart@azed.gov</p> <p>Steven Paulson Chief Procurement Office</p>
<p>Housing and Urban Development--- Employment and Training Programs</p>	<p>Cindy Stolter – Housing Director 251 W. Washington St. 4th Floor Phoenix, AZ 85003 Office: 602-262-4924 Cindy.Stolter@phoenix.gov</p> <p>Zona Pacheo – Housing Supportive Services Coordinator 1150 S. 7th Ave. Phoenix, AZ 85007 Office: 602-534-1548 Zona.pacheo@phoenix.gov</p>
<p>Trade Adjustment Act</p>	<p>Chevera Trillo - Workforce Development Administrator 1789 West Jefferson, Mail Drop 5111 Phoenix, Arizona 85007 Mobile: 480-487-7806 CTrillo@azdes.gov</p>
<p>Senior Community Service Employment Program (SCSEP), Title V</p>	<p>Rodolfo Ramirez – Regional Manger AARP Foundation, Workforce Development Programs Cell: 915-449-0874 rramirez@aarp.org</p>
<p>Phoenix Indian Center, Native American Programs</p>	<p>Patricia Hibbeler – Chief Executive Officer 4520 North Central Ave. Suite 250 Phoenix, AZ 85012 Office: 602-264-6768 phibbeler@phxindcenter.org</p>

Chief Elected Official or Designee Point of Contact Information

Name, Title, Address, Telephone, Email

Jeff Barton, Deputy, Assistant City Manager
200 West Washington Street 12th Floor
Phoenix, AZ 85003
Jeff.Barton@phoenix.gov

Christine Mackay, Director
Community and Economic Development Department
Christine.Mackay@phoenix.gov
602-534-9049

Phoenix Business and Workforce Development Board Point of Contact Information
Name, Title, Address, Telephone, Email

Audrey Bohanan, Chair
Chief People Officer with Adelante Healthcare
abohanan@adelantehealthcare.com
623-544-5128

** Workforce Arizona Council, 03-2016: "The Governor notified the Secretaries of the U.S. Departments of Labor and Health and Human Services in writing that TANF will not be a required partner in Arizona, or within some specific local areas in the State. Local TANF programs may still opt to be a one-stop partner, or to work in collaboration with the ARIZONA@WORK Job Center."*

B. ARIZONA@WORK City of Phoenix Job Center and Affiliate Site Locations

ARIZONA@WORK Job Center Locations <i>(Name, Address, Building Owner, Phone Number)</i>	ARIZONA@WORK Affiliate Site Locations <i>(Name, Address, Building Owner, Phone Number)</i>
<p>South Job Center Building Owner, AZ Department of Economic Security</p> <p>4635 S. Central Avenue Phoenix, Arizona 85040 (602) 534-5903</p>	<p>Marcos de Niza Affiliate Site Building Owner, City of Phoenix</p> <p>1305 S. 3rd Avenue Phoenix, Arizona 85003 (602) 534-9675</p>
<p>North Job Center Building Owner, AZ Department of Economic Security</p> <p>9801 N. 7th Street Phoenix, Arizona 85020 (602) 861-0208</p>	<p>Aeroterra Affiliate Site Building Owner, City of Phoenix</p> <p>1725 E. McKinley Street Phoenix, AZ 85006 (602) 601-7168</p>
<p>West Job Center Building Owner, AZ Department of Economic Security</p> <p>3406 N. 51st Avenue Phoenix, Arizona 85031 (602) 245-6200</p>	

C. ARIZONA@WORK City of Phoenix Job Center and Affiliate Site Locations

Shared System Costs

The Titles IB, II, III, IV, Jobs for Veterans State Grants, and DERS Business Representatives partners have found mutual benefit in contributing funds towards the cost of the One-Stop Operator, whose role is system coordination, who will continue to work with all core and participating required partners to execute the

established Client Referral System. Please see Attachment 1 to Exhibit A for cost methodology.

The Title II partners propose a collaboration with the Title IB partners, utilizing allocated Title II funds, to increase the number of students/customers co-enrolled in their respective programs and registered in the Arizona Job Connection system. The cost methodology associated with the Title II funds will be determined and agreed upon by the Title IB and Title II partners.

In-kind contributions for the delivery of services applicable to the Partner Services Matrix is the total actual or reasonably estimated amount of funds budgeted by the required ARIZONA@WORK required partners for the delivery of career services (that are applicable to their programs) and made available through the ARIZONA@WORK City of Phoenix One-Stop delivery system. This budget includes all costs, including personnel, related to the administration and delivery of these services. The following partners have In-Kind contributions to the IFA.

Name of ARIZONA@WORK City of Phoenix Partner	In-Kind Allocation
<i>AARP Foundation, Workforce Development Programs, Title V</i>	\$6,000.00
<i>Phoenix Indian Center, Native American Programs</i>	
<i>Trade Adjustment Act</i>	\$5,370.00

When data becomes available, the following partners will identify shared system costs:

1. *Title I Job Corps*
2. *Community Services Block Grant (CSBG) employment and training activities*
3. *Career and Technical Education (CTE) programs under Perkins Career & Technical Education Act*
4. *State Unemployment Insurance*
5. *Programs authorized under Section 212 of the Second Chance Act of 2007*

VI. Literacy Volunteers of Maricopa County and ARIZONA@WORK City of Phoenix Title IB Agreement

**Literacy Volunteers of Maricopa County
and
The City of Phoenix ARIZONA@WORK Title IB Adult, Dislocated Worker,
and Youth Programs**

Shared System Costs: Title IB and Title II – WIOA System Partners Addendum to Local Workforce Area MOU/IFA

PURPOSE

The purpose of this addendum is to outline the “other shared costs” section located in the Infrastructure Funding Agreement (IFA) as it relates to the Workforce Innovation and Opportunity Act (WIOA) 107(d) and 20 CFR 679.370. This addendum clarifies the parameters by which Title IB staff may utilize additional funds provided by Title II in order to provide additional benefits and services to Title II participants.

INTENT

The intent of this addendum is to support the ARIZONA@WORK system and to begin the process of tracking and enrolling additional clients/students in core partner programs. This addendum will help develop baseline data on the number of individuals co-registered/co-enrolled across the system and will allow each core partner to track individuals who receive services. All partners noted in the addendum agree that there is a need to collaborate and share data in order to provide benefits to Title II students and Title IB participants. This addendum represents a first step in realizing the larger vision of the Workforce Innovation and Opportunity Act (WIOA). Partners in this addendum understand that *any* progress made toward tracking and co-enrolling participants is considered a success.

OVERVIEW

The Arizona Department of Education (ADE) provides funding in the amount of **\$ 20,010.00** during fiscal year 2020 to **Literacy Volunteers of Maricopa County** specifically for *shared system costs* to support the ARIZONA@WORK system, which aligns to the PBWDB IFA referenced above. The Title II partner proposes that with these funds, Title IB and Title II partners will collaborate to increase the number of students/clients co-registered/co-enrolled and accessing services within the workforce system.

OBJECTIVE

To support Title II students in need of career and employment services by increasing client co-registration and co-enrollment. Enrollment in Title IB programs will benefit student’s employment and educational outcomes.

SHARED RESPONSIBILITIES

Literacy Volunteers of Maricopa County (Title II Partner) will provide an equitable portion of its shared Adult Education Workforce system funding to the ARIZONA@WORK City of Phoenix Adult and Dislocated Worker Programs (Title IB partner to support any costs associated with activities designed to increase the number of clients co-registered/co-enrolled and actively using services within the workforce system. Herein will be known as “Parties” or “the Parties”

The Parties agree to collaborate in recruiting and completing co-enrollments for the following: 1) students pursuing or enrolled in Title II Adult Education classes, and 2) clients pursuing or enrolled in services with Title IB partner programs.

FUND ALLOCATIONS AND METRICS

The Title II Partner served **615** City of Phoenix students in the most recent (2018) fiscal year with the capacity to enroll additional students. The Title II partner will allocate up to a total of **\$ 20,010.00** during FY2020.

Upon execution of this agreement, The Parties will provide the following services:

Title II will provide Title IB staff adequate space to visit Title II locations, a minimum of **24** times per year, to provide information sessions and complete co-registration/co-enrollment for a minimum of **123 (20% of total served)** adult education program students during the fiscal year.

1) Up to (25%) of the total Adult Education Workforce system funds (**equal to \$5,002.50**) will be allocated to costs incurred by Title IB as part of successful visits* to **Literacy Volunteers of Maricopa County** locations for the purpose of client co-registration/co-enrollment. Successful visits are defined** as follows:

- Q1: minimum of **2** visits to the 3 Learning Centers
- Q2: minimum of **2** visits to the 3 Learning Centers
- Q3: minimum of **2** visits to the 3 Learning Centers
- Q4: minimum of **2** visits to the 3 Learning Centers

**A successful visit is defined as 2 hours or more in duration.*

***Visits may include morning or afternoon class sessions throughout the fiscal year.*

In order to recruit co-registrants/co-enrollees during program visits, adequate space will be provided for Title IB staff to meet with Title II students in small groups and individually to familiarize them with the available services.

A schedule will be determined in advance by Title IB and Title II partners to consider Title II orientation and class schedules and Title IB staff availability. The final schedule approval is at the discretion of the Title II Director or designee.

2) Up to (50%) of the total Adult Education Workforce system funds (**\$10,005.00**) will be paid by Title II to Title IB for successfully registering students/customers in the Arizona Job Connection (AJC) system and co-enrolling them in a Title IB individualized training program/career service program. 1/3 of the funding (**up to \$3,335.00**) will be awarded based on the successful registration of at least **123 (20% of total served)** Title II students in the AJC system throughout the fiscal year. The other 2/3 of the funding (**\$6,669.99**) will be allocated based on the successful co-enrollment of *half*

(50%) of the Title II student registrants noted above (**goal =62**) in a Title IB individualized training/career service program throughout the fiscal year.

3) Up to (25%) of the workforce system funds (**\$5,002.50**) will be disbursed to Title IB if a minimum of **62 (10% of total served)** customers, aged 18 years and older, are referred during the fiscal year, successfully enroll in Title II adult education classes. Enrollment will be defined as registration in the Arizona Adult Education Data Management System (AAEDMS) and *at least one* successful class attendance session. Title IB staff are encouraged to recruit participants interested in workforce training programs classified as Integrated Education and Training (IET), which is offered to skills-deficient individuals who seek vocational training.

The Parties agree to review the metrics/data above after the first quarter of implementation.

DISBURSEMENT OF FUNDS AND TRACKING

All visits, registrations and enrollments will be tracked quarterly, and funds will be disbursed prior to last day of the month immediately following the measurement quarter.

Funds will be *prorated* if the outlined metrics (e.g., visits, co-registers, co-enrollees) are not fully met. Funds will be distributed quarterly through the **Literacy Volunteers of Maricopa County’s** business office.

The shared responsibilities between Title IB and Title II Workforce System Partners will be managed and monitored by the Title II Executive Director, **Jesus Love**, or designee, and the Title IB Program Manager, or designee.

To facilitate the tracking of Title II location visits, the Title IB representative must check-in with the Title II Director (or designee) to document each visit by meeting date, time, duration and location.

To facilitate the tracking of co-registrations and co-enrollments, the Title II Director, or designee, will provide a spreadsheet of Title II students (including Last Name, First Name, Date of Birth, and **Literacy Volunteers of Maricopa County** Registration Date) to the Title IB Program Manager (or designee) on a quarterly basis. *Matching* student records from the Title IB partner, including the date registered in the AJC system, the date enrolled in one or more services, and the type of service(s), will then be shared *back* to the Title II Program Director, or designee. * See the example below:

Title II			Title I				
Name	D.O.B.	Reg. Date	Name	D.O.B.	Reg. Date	Enroll Date	Service
Bob Smith	12/11/2000	7/5/19	Bob Smith	12/11/2000	8/5/19	9/3/2019	Resume
Jane Doe	5/17/1998	7/18/19	Jane Doe	5/17/1998	7/3/19	N/A	N/A

**Note- preexisting co-registrants/co-enrollments (i.e. those that exist prior to the date of execution of this agreement) are not included in this agreement and therefore no funds will be provided for these participants.*

TERM

This addendum becomes effective with the start of the fiscal year 2020 on July 1, 2020 or once the addendum is signed by the partners and will last through the fiscal year ending on June 30, 2021, with the potential of renewal if Title II funding allocations remain consistent and neither Title IB nor Title II partners request changes to this agreement. All funds and performance measures will be prorated if the agreement is not in place on July 1, 2020.

NOTICES

All matters relating to the administration and performance of this addendum shall be referred to the Partner's representative or any other person designated by such Partner for such purpose. All partners agree to notify one another in writing within ten (10) days of any change in that Partner's Program contact information.

CITY OF PHOENIX LOCAL WORKFORCE AREA:

ARIZONA@WORK City of Phoenix Title IB Adult and Dislocated Worker Program

Marchelle Franklin

Director of the City of Phoenix Human Services Department

200 W. Washington St.

Phoenix, AZ 85002

Marchelle.franklin@phoenix.gov

Title II Adult Education Program:



Jesús Love

Executive Director

Literacy Volunteers of Maricopa County

(602) 943-7332 ext. 1100

www.lvmc.net

**Attachment I to Exhibit A
Partner Services Matrix**

Attachment I to Exhibit A: Partner Matrix of Services

Services:	Core Partners								Required Partners					
	Title I					Title II	Title III	Title IV	CTE	Community Action Program (CBG)	SCSEP	Housing Authority	Veteran Services	UI
	Adults	Dislocated Workers	Youth Youth Build	Job Corps	Phoenix Indian Center	Adult Education	Employment Services	Rehabilitation Services						
Assesses and identifies skills	X	X	X	X	X	X	X	X	X		X	X	X	
Conducts Intakes	X	X	X	X	X	X	X	X		X		X	X	
Provides Orientations			X	X	X	X	X	X					X	
Services and Eligibility Assessment (RESEA) Orientation							X							X
Conducts outreach	X	X	X	X	X	X	X	X			X		X	
Provides referrals to One-Stop Partners	X	X	X	X	X	X	X	X	X		X	X	X	
Recruit and make referrals	X	X	X	X	X	X	X	X				X	X	
Completes Individual Employment Plans (IEP)	X	X	X		X		X				X	X	X	
Identify industry-recognized credentials	X	X	X	X	X	X	X		X				X	
Provides Financial Aid Information	X	X	X	X	X	X			X			X		
Provide academic counseling	X	X	X	X	X	X		X	X	X		X		
Provide career counseling	X	X	X	X	X	X	X	X	X	X		X	X	
Provide case management	X	X	X	X	X	X	X	X		X	X	X	X	
Engage employers	X	X	X	X	X		X	X	X		X	X		
Provide employment opportunities	X	X	X	X	X		X	X			X	X	X	
Provide incentives to train incumbent workers	X	X			X			X				X		
Provide work-based learning opportunities	X	X	X	X	X			X	X		X	X		
Provide job placement assistance				X			X	X				X	X	
Provide job retention services	X	X	X	X	X			X				X		
Provide job search assistance	X	X	X	X	X		X	X	X		X	X	X	
Provide labor market information	X	X	X	X	X		X	X	X			X	X	

Attachment I to Exhibit A: Partner Matrix of Services

Provide professional development opportunities	X	X	X	X	X	X	X		X			X	X	
Provide support services	X	X	X	X	X	X	X	X	X	X	X	X	X	
Provide system navigation	X	X	X	X	X	X	X	X		X		X	X	
Provide trainers/faculty	X	X		X	X	X					X	X		
Provides Internship Experiences			X	X	X				X			X		
Financial Literacy/Budgeting			X	X	X	X			X	X		X		
English Language Acquisition			X	X	X	X						X		
GED/High School Equivalency Information			X	X	X	X		X			X	X		
Provides Basic UI benefits information to customers					X		X					X	X	X
Provides Approved Training UI benefit to claimants enrolled in WIOA training program	X	X	X		X									X
Shared Work program information to Employers (reduce hours/partial UI benefit in place of layoff)							X						X	X
Rapid Response services offered to employers who are closing or mass layoffs		X					X						X	X

**Attachment II to Exhibit A
Cost Methodology**

Attachment II to Exhibit A: Cost Methodology

ARIZONA@WORK City of Phoenix South Job Center
Annual Infrastructure Budget
4635 S. Central Ave. Phoenix, AZ 85040
(602) 771-0630

<i>Cost Category/Line Item</i>	<i>Line Item Cost Detail</i>	
Security services	\$81,606.66	
General office expenses	\$1,290.00	
Building Maintenance and repair	\$9,537.07	
Janitorial contracts	\$51,201.60	
Landscaping	\$22,997.00	
Security services	\$2,175.71	
Pest control	\$916.00	
Equipment Repair and Maintenance	\$297.07	
Electricity	\$26,007.00	
Trash	\$5,164.97	
Fuel	\$362.25	
Water	\$10,616.50	
Indirect costs - occupancy	\$78,854.06	
Equipment purchase <5000	\$64,462.04	
ARIZONA@WORK VOS Greeter Software Subscription		\$5,605.80
ARIZONA@WORK Infrastructure Cost		\$87,849.00
TOTAL INFRASTRUCTURE COSTS	\$355,487.93	\$93,455

ARIZONA@WORK Job Center Partner	Sum of NetArea	Sum of CommonArea	Sum of GrossArea	% of Area	Total Facility Gross Area 100%
COP's Title I-B Adult/Dislocated Worker	1,600.00	2,049.32	3,649.32	16.3%	
DERS EEA Business Representative	254.00	325.33	579.33	2.6%	
DERS WDA Disabled Veteran Rep.	328	420.11	748.11	3.3%	
DERS WDA	699	895.3	1,594.3	7.1%	
DERS RSA Vocational Rehabilitation	254	325.33	579.33	2.6%	
Total	3,135.00	4,015.39	7,150.39	31.9%	22,400.00

ARIZONA@WORK Job Center Partner	Partner's Dedicated Space as a % of All Co-located ARIZONA@WORK Job Center Partners' Space	Proportionate Share (% of ARIZONA@WORK Job Center Partner Space X Total Infrastructure Cost = ARIZONA@WORK Job Center Partner Share)	Share to Be Paid In Cash	Share to Be Paid In Non-Cash
COP's Title I-B Adult/Dislocated Worker	16.3%	\$15,233.13	\$15,233.13	N/A
DERS EEA Business Representative	2.6%	\$2,429.82	\$2,429.82	N/A
DERS Disabled Veteran Rep.	3.3%	\$3,084.01	\$3,084.01	N/A
DERS Employment Services	7.1%	\$6,635.29	\$6,635.29	N/A
DERS RSA Vocational Rehabilitation	2.6%	\$2,429.82	\$2,429.82	N/A
Total	31.9%	\$29,812.08	\$29,812.07	N/A

**ARIZONA@WORK City of Phoenix North Job Center
Annual Infrastructure Budget
9801 N. 7th Street Phoenix, AZ 85020
(602) 861-0208**

Cost Category/Line Item	Line Item Cost Detail	
Security services	\$46,289.20	
Building maintenance and repair	\$2,553.36	
Janitorial contracts	\$13,536.60	
Landscaping	\$4,508.00	
Security services	\$552.56	
Pest control	\$440.00	
Equipment Repair and Maintenance	\$4,756.96	
Electricity	\$35,773.52	
Trash	\$2,712.36	
Fuel	\$4,568.17	
Water	\$619.24	
ARIZONA@WORK VOS Greeter Software Subscription		\$5,605.80
ARIZONA@WORK Infrastructure Cost		\$70,210.82
TOTAL INFRASTRUCTURE COSTS	\$116,309.97	\$75,816.62

ARIZONA@WORK Job Center Partner	Sum of NetArea	Sum of CommonArea	Sum of GrossArea	% of Area	Total Facility Gross Area 100%
COP's Title I-B Adult/Dislocated Worker	1,394.13	3,370.33	4,764.46	42.4%	
DEERS EEA Veteran Representative	64.00	154.72	218.72	1.9%	
DEERS Disabled Veteran Rep.	256	618.88	874.88	7.8%	
DEERS Employment Services	1510.81	3652.41	5163.22	45.9%	
DEERS RSA Vocational Rehabilitation	64	154.72	218.72	2.0%	
Total	3,288.94	7,951.06	11,240.00	100.0%	11,240.00

ARIZONA@WORK Job Center Partner	Partner's Dedicated Space as a % of All Co-located ARIZONA@WORK Job Center Partners' Space	Proportionate Share (% of ARIZONA@WORK Job Center Partner Space X Total Infrastructure Cost = ARIZONA@WORK Job Center Partner Share)	Share to Be Paid In Cash	Share to Be Paid In Non-Cash
COP's Title I-B Adult/Dislocated Worker	42.4%	\$32,146.25	\$32,146.25	N/A
DEERS EEA Veteran Representative	1.9%	\$1,440.52	\$1,440.52	N/A
DEERS RAA Disabled Veteran Rep.	7.8%	\$5,913.70	\$5,913.70	N/A
DEERS RAA Employment Services	45.9%	\$34,799.83	\$34,799.83	N/A
DEERS RSA Vocational Rehabilitation	2.0%	\$1,478.42	\$1,478.42	N/A
Total	100.0%	\$75,778.71	\$75,778.72	N/A

**ARIZONA@WORK City of Phoenix West Job Center
Annual Infrastructure Budget
3406 N. 51st Avenue Phoenix, AZ 85031
(602) 245-6200**

Cost Category/Line Item	Line Item Cost Detail	
Security services	\$55,616.44	
Building maintenance and repair	\$828,48	
Janitorial contracts	\$22,792.50	
Landscaping	\$4,280.00	
Security services	\$772.15	
Pest control	\$270.00	
Electricity	\$25,816.00	
Trash	\$2,305.25	
Fuel	\$3,537.63	
Water	\$1,228.91	
Indirect costs - occupancy	\$384.00	
ARIZONA@WORK VOS Greeter Software Subscription		\$5,605.80
ARIZONA@WORK Infrastructure Cost		\$60,282.45
TOTAL INFRASTRUCTURE COSTS	\$117,831.36	\$65,888.25

ARIZONA@WORK Job Center Partner	Sum of NetArea	Sum of CommonArea	Sum of GrossArea	% of Area	Total Facility Gross Area 100%
COP's Title I-B Adult/Dislocated Worker	2,438.50	4,403.80	6,842.30	60.9%	
DERS EEA Business Representative	83.71	151.18	234.89	2.1%	
DERS EEA Veteran Representative	84.56	152.71	237.27	2.1%	
DERS Disabled Veteran Rep.	167.42	302.35	469.77	4.2%	
DERS Employment Services	1231.59	2224.18	3,455.77	30.7%	
Total	4,005.78	7,234.22	11,240.00	100.0%	11,240.00

ARIZONA@WORK Job Center Partner	Partner's Dedicated Space as a % of All Co-located ARIZONA@WORK Job Center Partners' Space	Proportionate Share (% of ARIZONA@WORK Job Center Partner Space X Total Infrastructure Cost = ARIZONA@WORK Job Center Partner Share)	Share to Be Paid In Cash	Share to Be Paid In Non-Cash
COP's Title I-B Adult/Dislocated Worker	60.9%	\$40,125.94	\$40,125.94	
DERS EEA Business Representative	2.1%	\$1,383.65	\$1,383.65	
DERS EEA Veteran Representative	2.1%	\$1,383.65	\$1,383.65	
DERS Disabled Veteran Rep.	4.2%	\$2,767.31	\$2,767.31	
DERS Employment Services	30.7%	\$20,227.69	\$20,227.69	
Total	100.0%	\$65,888.25	\$65,888.24	

**ARIZONA@WORK City of Phoenix Marcos de Niza
Annual Infrastructure Budget
1305 S. 3rd Avenue Phoenix, AZ 85003
(602) 534-9675**

<i>Cost Category/Line Item</i>	<i>Line Item Cost Detail</i>	
High-Speed Internet		\$7,964.17
Telephones (Landlines)		\$2,033.47
Facility Maintenance Contract		\$29,120.00
Copiers		\$2,878.98
Computers		\$20,439.63
Intake System (FTE)		\$55,069
TOTAL INFRASTRUCTURE COSTS		\$117,505.25

ARIZONA@WORK Affiliate Site Partner	Sum of GrossArea	% of Area	Total Facility Gross Area 100%
COP's Title I-B Adult/Dislocated Worker	103	25.0%	
Housing & Urban Development	316	75.0%	
Total	419	100.0%	3,019

ARIZONA@WORK Affiliate Site Partner	Partner's Dedicated Space as a % of All Co-located ARIZONA@WORK Affiliate Site Partners' Space	Proportionate Share (% of ARIZONA@WORK Affiliate Site Partner Space X Total Infrastructure Cost = ARIZONA@WORK Affiliate Site Partner Share)	Share to Be Paid In Cash	Share to Be Paid In Non-Cash
COP's Title I-B Adult/Dislocated Worker	25.0%	\$29,376.31	N/A	\$29,376.31
Housing & Urban Development	75.0%	\$88,128.94	N/A	\$88,128.94
Total	100.0%	\$117,505.25	N/A	\$117,505.25

**ARIZONA@WORK City of Phoenix Aeroterra
Annual Infrastructure Budget
1725 E. McKinley Street Phoenix, AZ 85006
(602) 601-7168**

<i>Cost Category/Line Item</i>	<i>Line Item Cost Detail</i>	
High-Speed Internet	\$7,964.17	
Telephones (Landlines)	\$2,033.47	
Facility Maintenance Contract	\$79,040.00	
Copiers	\$2,878.98	
Computers	\$20,439.63	
Intake System (FTE)	\$61,915.40	
Supplies	\$9,285.00	
Rent Costs	\$34,732.84	
TOTAL INFRASTRUCTURE COSTS		\$218,289.49

ARIZONA@WORK Affiliate Site Partner	Sum of GrossArea	% of Area	Total Facility Gross Area 100%
COP's Title I-B Adult/Dislocated Worker	2,856	25.0%	
Housing & Urban Development	8,567	75.0%	
Total	11,423	100.0%	11,423

ARIZONA@WORK Affiliate Site Partner	Partner's Dedicated Space as a % of All Co-located ARIZONA@WORK Affiliate Site Partners' Space	Proportionate Share (% of ARIZONA@WORK Affiliate Site Partner Space X Total Infrastructure Cost = ARIZONA@WORK Affiliate Site Partner Share)	Share to Be Paid In Cash	Share to Be Paid In Non-Cash
COP's Title I-B Adult/Dislocated Worker	25.0%	\$54,572.37	N/A	\$54,572.37
Housing & Urban Development	75.0%	\$163,717.12	N/A	\$163,717.12
Total	100.0%	\$218,289.49	N/A	\$218,289.49

Shared Costs

<i>Cost Category/Line Item</i>	<i>Line Item Cost Detail</i>
One-Stop Operator Contract	\$600,000.00
Title II LVMC contribution	-\$20,010.00
Remaining Total Shared Costs	\$579,990.00

ARIZONA@WORK City of Phoenix System Partner	Partners Total FTE	Proportionate Share (% of ARIZONA@WORK City of Phoenix System Partner FTE X Total Shared Costs = ARIZONA@WORK CORE Partner Share)	Share to Be Paid In Cash	Share to Be Paid In Non-Cash
Title IB Adult/Dislocated Worker/Youth	28	62.2%	\$360,882.67	N/A
DERS WDA Disabled Veteran Rep.	4	8.9%	\$51,554.67	N/A
DERS EEA Business Representatives	1	2.2%	\$12,888.67	N/A
Title III Wagner Peyser	9	20.0%	\$115,998.00	N/A
Title IV Vocational Rehabilitation	3	7%	\$38,666.00	N/A
Total	45	100.00%	\$579,990.00	N/A