

**NOTICE OF PUBLIC MEETING OF THE
MOHAVE/LA PAZ WORKFORCE DEVELOPMENT BOARD**
Wednesday, October 18, 2017 at 9:00 a.m.
Arizona Western College
Parker Community Building Room 105
1109 S. Geronimo Ave.
Parker, Arizona 85344

**Members of the Mohave/La Paz Local Workforce Investment Board Will Attend either in Person
or by Telephone Conference Call (866-228-5702 Passcode: 442598)**

Pledge of Allegiance

- I. Call to Order/Roll Call
- II. Welcome: La Paz County Board of Supervisors
- III. Approval of July 19, 2017 Meeting Minutes
- IV. Presentation: Business Outlook in Parker/La Paz County, Mary Hamilton,
Parker Chamber of Commerce
- V. Discussion and Possible Action: Approval of Draft One-Stop System Memorandum of
Understanding(MOU) Development, Infrastructure Funding
Agreement (IFA)
- VI. Discussion and Possible Action Approval of Expenditure Report for FY 2017 and Approval
of Budget for FY 2018
- VII. Discussion and Possible Action Approval of One Stop Job Center(s) Certification

VIII. Consent Agenda

The following items listed under CONSENT AGENDA will be considered as a group and acted upon by one motion with no separate discussion of said items, unless an Mo-Paz WDB Member so requests. In that event, the item will be removed from the CONSENT AGENDA for separate discussion and action.

- A. Review of WDB Attendance, Resignations and Appointment of New Members
 - 1. Acknowledge resignations of: Thomas Beller, 1 Call Staffing
 - 2. Acknowledge the appointment of: Jean Bishop, Fraternal Order of Police
- B. Acknowledge Supervisor Lois Wakimoto as Representative from Mohave County Board of Supervisors to the Workforce Development Board

IX. Reports

- A. Chairman's Report
- B. WIOA Administrator's Report
 - 1. Title II Adult Basic Education Grant Award
 - 2. Performance Report for FY 2017 and AJC Issues

3. Transition of Adult and Dislocated Worker program to Goodwill Industries
 4. Western Arizona Economic Development Round Table
- C. One Stop Operator Report
- D. Business Membership Report
- E. WIOA One-Stop Core Partners Report
1. Title I Programs: Adult, Dislocated Worker, and Youth
 2. Title II: Adult Education and Literacy
 3. Title III: Wagner-Peyser Programs and Veteran's Program
 4. Title IV: Vocational Rehabilitation
- X. Call to the Public
- XI. Announcements
- XII. Adjournment

THE Mo/Paz WDB, BY MOTION, MAY RECESS INTO EXECUTIVE SESSION TO RECEIVE LEGAL ADVICE FROM THE BOARD'S ATTORNEY(S) ON ANY ITEM CONTAINED IN THIS AGENDA PURSUANT TO A.R.S. 38-431.03 (A) (3).

Pursuant to the Americans with Disabilities Act (ADA), Mohave County endeavors to ensure the accessibility of all its programs, facilities and services to all persons with disabilities. If you need an accommodation for this meeting, please contact Dave Wolf, Director, at 928-753-0723.

II.

Welcome

La Paz County Board of Supervisors

III.

Approval of the July 19, 2017 Meeting Minutes



Chonna Marshall
Chairperson

700 W. Beale Street
Mailing: P O Box 7000
Kingman, AZ 86402

Phone: (928) 753-0723
Fax: (928) 753-0776
Email: www.mohavecounty.us

Minutes of the Mohave/La Paz Workforce Development Board July 19, 2017

Date: July 19, 2017

Location: The Mohave County Administration Building, 700 W. Beale St., Kingman, Arizona

Members Present: Chonna Marshall, Joe Throneberry (via phone), Kenda Robinson, (via phone), Vicki De Los Reyes (via phone), Mary Dixon, Mary Hamilton (via phone), Michael Kerns, Tonya Krueger, Robert Riley, Mike Roberts (via phone), Joseph Salcido III (via phone), Thomas Taylor, Tanya Underwood, Rocco Vecera, Amy West

Members Absent: Allan Bell, Don Van Brunt, Barbra Cuadras, Brian Dietz, John Hanson, Randy Hartless, Kenneth Howell, Lisa Krueger, Regina Martinez, Jacque Price, John Pynnaker, Lori Wedemeyer

Others Present: Dave Wolf, Director, Mohave County Community Services; Mary Mendola, WIOA Program Supervisor; Annette Godin, Office Specialist, Cristy Crow, DJ Johnson, Tania Miaoulis, Michael Burchett, Liz McGily all from Goodwill

I. Call to Order/Roll Call/Introduction of Guests

Secretary, Kenda Robinson, called the meeting to order at 9:10a.m. Annette Godin, Acting Secretary, took roll call. A quorum was declared.

II. Welcome: Gary Watson, Board of Supervisors, Chairman

Mr. Watson thanked everyone for being a part of the program. It is vital to make positive impression on our youth of today. A lot of times thru the program it is their first experience in getting a job. It is important thru this program that they have that positive influence as we are working with a new generation of youth. Mr. Watson puts this program high up there along with the head start program. Two very important programs for our youth.

III. Approval of April 19, 2017 Meeting Minutes

The WDB members reviewed the April 19, 2017 meeting minutes. No corrections or changes are required.

MOTION: Michael Kerns made a motion to approve the April 19, 2017 meeting minutes as written.
Thomas Taylor seconded the motion.

VOTE: Unanimous

IV. Discussion and Possible Action: Review of Mohave/La Paz Workforce Development Board (Mo-Paz WDB) Attendance. New Appointments and Resignations.

Dave Wolf stated that attendance is good for the WDB. Good news, Lisa Krueger is returning to the board after long absence due to a family illness. We have two new members Rocky Vecera from Dot Foods, and John Pynakker of the Bullhead Area Chamber of Commerce. Cristy Crow was required to resign due to Goodwill being awarded the One-Stop Operator and Adult program contract. Lillian Miller is retiring after 27 years of running the youth program for Parker. She will be truly missed she did a lot for the program.

No Action at this time

- V. **Discussion and Possible Action:** Membership of the Mo-Paz Executive Board (2016–2018)
The By Laws say we should have 7 members on the Executive board. We have only 5 now as Cristy Crow was also on this board. Need volunteers we meet once every quarter and it is a tele conference meeting only. Mary Hamilton and Tanya Underwood volunteered to be on the Executive Board.

No Action at this time

- VI. **Discussion Only:** Status of MOU for the One Stop System
Mohave County and La Paz County Board of Supervisors have approved the MOU as written. We did meet the June 30th deadline. We are in compliance with the States new requirements. The MOU will need to be resubmitted due to the new funding mechanism, relocation of Bullhead City office, and the portion of the WIOA program Goodwill is taking over. Currently working on the new MOU and IFA to cover all the changes that have been made.

No Action at this time

- VII. **Discussion and Possible Action:** Status of Initial Title II application for Adult Education
Staff requested a meeting with Cheryl Hart, Deputy of Superintendent of Schools. At meeting we received advice on what they were looking for on the application. Mary has been working with Michael Kern from Mohave County Community College to get the application written the way they want it. The application has been submitted and is under review. Since we are no longer the applicant and the college is Dave Wolf is able to review and comment on the application.

MOTION: Robert Riley made a motion to allow Dave Wolf to review and comment on application.
Mary Dixon second the motion

VOTE: Unanimous

- VIII. **Discussion and Possible Action:** Approval of revised WDA Policies- WEX, Supportive Services, and related payments
Mary Mendola revised the policies to be in compliance with WIOA new requirements. Mary also has been working on a formal WEX Policy. WEX employees are able to have a contract for 2, 4, or 6 weeks it is based on the skill level required. The county carries a rider on their insurance to cover our WEX clients while on the work site. Title 1 funds are used to pay the WEX's. There will be at least 2 reviews during the contract period. While on contract it is our hope it will help teach them how to dress, inter-act with co-workers, be on time for work, how to call in late or sick, basically learn basic steps of employment. This is all in hopes that the WEX is hired by the employer on as a permanent employee.
Some of the changes in policy are for adults and dislocated workers to work at minimum wage with a 6 week limit. With Justification the 6 week limit may be extended. Youth we are able to pay a training stipend so their pay is not required to be at minimum wage. More controls have been put in place to manage where money is being spent and making sure funds are spent wisely. We now offer incentive to complete each section of the GED testing to adults like we do with the youth. \$100.00 can be awarded for each section completed and passed. Needs related while obtaining further education on a full time bases we are able to help with expenses from \$100.00 to \$150.00 per week. We will only pay this if the teacher of the class states the client is making progress in class or training program. The case worker is no longer the one to making that decision.

MOTION: Michael Kearns made a motion to approve the revised WDA policies
Kenda Robinson second the motion
VOTE: Unanimous

IX. Discussion and Possible Action: Approval of changes in cost for Mohave Community College training programs as a WIOA eligible provider

Mary Mendola went over the changes in cost of the approved training programs that are offered thru Mohave Community College. The college has added two new training programs and one removed due to the occupations in demand for the area. Michael Kerns then spoke on how the college is looking into OER (Open Education Resource's) for learning material due to the high cost of books. They will be able to download at no cost or at a minimal cost. Will also help when new editions are put out by publishers. The college has been able to freeze the tuition fees for the last three years so any increases/decreases to program are associated with the training program. The college is doing what they can to keep cost of the course as low as possible to make education affordable.

MOTION: Mary Hamilton made a motion to accept the changes in the MCC training program
Rocky Vecera second the motion
VOTE: Unanimous

X. Discussion Only: One Stop Certification Team

State Board sets policies that all the local boards need to follow. WIOA Policy is requiring the Workforce Development Board to select 3 members from the board to go out and complete the One Stop Certification. They will not allow staff to the board or any partners to complete this certification. We have a couple of comprehensive sites and several affiliate sites that are required to be certified. Need one team for La Paz and one for Mohave. Staff will be there if board members should have any questions regarding the questionnaire. Members will actually be interviewing with the staff at each of the locations. Certification will need to be completed every three years. Dave Wolf acknowledge that this can be a bit of a hardship as it takes time away from your business. Mary Hamilton and Chonna Marshall volunteered to help with La Paz's certification. Mary Dixon, Thomas Taylor, and Rocky Vecera volunteered to help with Mohave certification. In the past it has always been staff to the board completing the certification. Chonna will reach out to La Paz members for the additional member required. The above needs to be completed prior to the Board of Supervisor's November 6th meeting for approval. One of the areas that we made a note of that needs improvement is technology and the updating of information on sites we use in helping our clients obtain employment.

No Action at this time

XI. Consent Agenda:

The following items listed under Consent Agenda will be considered as a group and acted upon by one motion with no separate discussion of said items, unless a WIOA Board Member so requests. In that event, the item will be removed from the Consent Agenda for separate discussion and possible action.

- A. Ratification of the Contract for One-Stop Operator and Career and Training Services for the Adult and dislocated worker program award by Mohave County Board of Supervisors to Goodwill Industries of Northern Arizona.
- B. Approval of amended Mo-Paz By-Laws p.13
- C. Approval of 2017 WIOA Funding Allocation

MOTION: Robert Riley made a motion to approve the 3 items on the consent agenda.

VOTE: Mary Hamilton 2nd the motion
Unanimous

XII. Reports

A. Chairman's Report – Chonna Marshall – N/A

Prior to next report Dave Wolf, asked Bennet Bradley to report on Economic Development Activities happening in Mohave County.

DOT Food is moving right along with their construction. The warehouse side is close to being complete. The office and frozen side of the building will begin construction in next couple of weeks. Underground utilities are at 90% completion. Roofers will start roofing in August. They have hired 7 drivers to date after interviewing 76 applicants. They have 8 offers on the table and 10 under review for potential employees. DOT Foods has filled 9 managers positions with internal employees this still leaves some management positions open. Sometime in September or/and October they will start posting for additional employees. Hoping to have building completed by February 9, 2018.

Went to the ribbon cutting for the Super Wal-Mart in Mohave Valley. The construction took about 10 months to complete. At the Grand Opening the employees that have been hired were cheering for the guy who will be leading them and seem real excited to get started. They reviewed over 800 applicants and hired 300 to date. They are still looking to fill 10 more positions. For economic impact it is going to be around 22 million dollars. The Walmart in Bullhead will remain opened.

Mary Hamilton spoke on a couple of things happening in the La Paz County. First they are getting a Jack in the Box in where Kentucky Fried Chicken was. Rose Acres Farms is going into their next phase of business. Mary will request a short summary of items happening in La Paz County for next meeting from Skip on non-confidential items. The just had their 40th Annual Tub Float on the 10th of July. The economic impact of their biggest fund raiser event of the year was a huge success. 24 business reported that there was 3,312 RV Sites, 643 hotel rooms and 135 other ways people stayed. 95% to 100% of the hotels were at full capacity. One business actually reported a 300% increase in business during this time. The hotels and restaurants are in need of cooks, servers, and wait staff. Dave Wolf stated that the board is in need of participation from the Hospitality and Tourism sector asked if Mary Hamilton could possibly get someone to represent that sector on the Workforce Development Board. Many entry level jobs are in this sector which is what we need for our clients. Mary said she would definitely reach out to the business owners.

B. WIOA Administrator's Report – Dave Wolf

1. Discussion of La Paz County Career Center Issues
Right now the county is in extreme fiscal difficulties. The county has laid off 25% of their employees. They were thinking of closing the job center down. Touch and go for a little while whether they would keep the career center opened or not. Dave met with one of the supervisor from La Paz. La Paz Supervisor's want to keep the Career Center open, it has been a part of their community for 30 years, and feel it is vital to keep open. They will be running the youth program and the Adult and Dislocated Workers has been out sourced to Goodwill of Central and Northern Arizona. Jacque Price will be taken over running the youth program for the county as well as managing the career center. Jacque is the superintendent of schools in La Paz.
2. Transition of Adult Dislocated Worker Program to Goodwill Industries of Northern Arizona
Goodwill is with us today and Cristy Crow has an office here in Kingman. Goodwill in

process of hiring the One Stop Operator. Welcome Goodwill.

3. WIOA Performance Issues

Mary spoke on the data base that is used for measuring performance has not been updated with the new state requirements. At the moment it is completed manually which is very time consuming. Hoping the state has the data base updated soon.

4. Youth Program/Coyote Update

Mary reminded everyone that the Youth program is now focused more on out of school youth were in past it was in school youth. Out of school youth is a harder group to work with, some have no to little work experience and a lot of them do not have a High School Diploma or GED. We have been put to the task of making this group of youth to be self-sufficient and become members of our community. Age of this group is 16 to 24 years of age. Have some strong partnership with the Probation Department and with the area schools.

We had a couple of projects this summer. One we partnered with Art Hub for murals based on the history of Mohave County. The murals have been a great success they are 4 foot by 8 foot. The unveiling is July 28, 2017 6pm to 9pm at the Art Hub on Beale St. Will be sending out invitations. The youth did a lot of research and visited museums to learn the history to determine what they wanted the murals to be based on. Second partnership was with Mohave County Parks and Recreation department, Arizona State Parks and Davis Dam for trail blazing, and cleanup. In future we will be partnering with Kingman to complete a meditation garden and Home Depot will partner with us to supply all the plants for garden.

With these programs we are teaching the youth to be on time, working with others, and basic work skills. A lot of these youth this is the first exposure to the working world.

The Murals will be presented to the Mohave County Board of Supervisor's at their next scheduled meeting. The Mayor of Kingman also showed interest in having them hung in her office at the unveiling.

5. GED Graduations FY2017

The youth and adults in this program for one reason or another just could not complete their education. A lot of one on one is required, coming up with inventive ways to educate them and make it possible for them to receive a GED. Mary arranged it to be like an actual graduation with cap and gown. There was at least 80 people in the audience cheering on the graduate's. 20 individuals graduated this last program year. This is a tremendous success for many. 4 of the graduates were adults. One in particular at 45 years of age inspired his daughter to stay in school and get her diploma. She watched her father go thru the process and obtain his GED. If he could do it so could she. 16 of the graduates were youth. If you want to see the graduation ceremony it is on u tube under Mohave County it is about 15 minutes long.

C. Partners Report

Tanya Underwood from Vocational Rehabilitation spoke on what has been happening since our last meeting. We now have 5 Vocational Rehabilitation Counselor's. Last time we only reported 1 ½ Counselor's. They are in training right now and we hope to have a counselor present in all of the One Stop Centers soon. We work closely with both Mohave Mental Health and Southwest Behavioral in all of the communities. HCIC (Health Choice Integrated Care) we have been receiving positive results. Our VRC meet weekly with our client's behavioral case manager.

There have been several new threshold guide lines based on justification of services we offer.

Justification and approval will be required for any extension on threshold guide lines. We lose a vendor (Achieve) and we now will need to transit our clients to another vendor, about 40 effected.

Kenda Robinson from DES spoke on how they should be able to be back in the One-Stop centers as well. Made an offer to an applicant for the Kingman Office. On July 28th 2017, at our Kingman Location 301 Pine St. from 10am to 4pm we will be having a job fair for Terro's Health. They are looking for a Crisis Specialist.

Goodwill in the future will be giving us a report on Adult and Dislocated Workers as well as a One Stop Operator Report.

Mary Mendola spoke on the orientation they had yesterday for CNA and Caregiver's. Trainco has have moved out of the college, but have a location on Stockton Hill and they are on our approved training list. MCC is looking into having a one month class. We have certified Technician training. Not a credit course, but you do receive a nationally recognized certificate. Chris Dyer from our department will be going out to the airport to hopefully work with them and their employees on getting this Technician Certificate. This will help the employee to get a better paying position within the company. Youth celebration is same day as the mural unveiling. The celebration is now for the year, so they will be having a yearly celebration going forward. Thru the program we were able to get 11 youth into employment.

Tonya Krueger spoke on how they were able to win two million dollars for revitalization of Lake Havasu. Very excited as the community got involved in what was go to be revitalized. There are several ideas and location that will be effected. For the downtown Office and Retail Space along with an Amphitheater. October 2016they broke ground for a State Park on 280 acres of land. Lots of good things planned for the revitalization of downtown Lake Havasu. We want to make the downtown and surrounding areas more dense. We want to keep our young here and grow their families in the community. It is hard as they go away to college and do not return to the community here. The override that went thru for our schools was a huge boost. Prior year we had a 20% turnover with our teachers. This year our turnover was just 6%. This was due to the override that passed so we are able to pay our teachers more.

XIII. Announcements

None

XIV. Call to the Public

None

XV. Adjournment

MOTION: Thomas Taylor made a motion to adjourn the meeting.
Kenda Robinson seconded the motion.

VOTE: Unanimous.

The meeting was adjourned at 11:09 a.m.

IV.

Presentation:

Business Outlook in Parker/La Paz County
Mary Hamilton, Parker Chamber of Commerce

V.

Discussion and Possible Action:

Approval of Draft One-Stop System Memorandum of
Understanding (MOU)
Development, Infrastructure Funding Agreement (IFA)

MOHAVE/LA PAZ WORKFORCE DEVELOPMENT BOARD ATTENDANCE LOG

		7/19/2017	10/18/2017	1/17/2018	4/18/2018
EXECUTIVE COMMITTEE					
Chonna Marshall	CHAIRMAN	P			
Joe Throneberry	VICE-CHAIRMAN	p**			
Robinson, Kenda	SECRETARY	P			
Bell, Allan		EA			
Van Brunt, Don		A			
REGULAR Mo-Paz WDB					
Bell, Allan		EA			
Cuadras, Barbra		EA			
De Los Reyes, Vicki		p**			
Dietz, Brian		A			
Dixon, Mary		P			
Hamilton, Mary		p**			
Hansen, John		A			
Hartless, Randy		A			
Howell, Kenneth		A			
Kearns, Michael		P			
Krueger, Lisa		EA			
Krueger, Tonya		P			
Marshall, Chonna		P			
Martinez, Regina		EA			
Price, Jacque		EA			
Pynnaker, John		EA			
Riley, Robert		P			
Roberts, Mike		p**			
Robinson, Kenda		P			
Salcido, Joseph III		p**			
Taylor, Thomas		P			
Throneberry, Joe		p**			
Underwood, Tanya		P			
Van Brunt, Don		A			
Vecera, Rocco(rocky)		P			
Wedemeyer, Lori		A			
West, Amy		P			
		KGM	PKR	BHC	LHC
P = Present A = Absent EA = Excused Absent					
* = attendance reminder letter sent					
** = Teleconference					
G-Share-Meeting Info-WDB attendance					



MOHAVE | LA PAZ COUNTIES

**One-Stop System
Memorandum of Understanding
with the
Mohave/La Paz Workforce Development Board**

REQUIREMENTS OF THE WORKFORCE INNOVATION & OPPORTUNITY ACT

This Memorandum of Understanding (hereinafter "MOU") is to define the roles, responsibilities, and expectations for each partner, core, mandatory or additional, as mutually agreed by the parties for the operation of the Mohave/La Paz Workforce Development One-Stop Service delivery system in Mohave and La Paz counties as required in the Workforce Innovation and Opportunity Act (WIOA) as specified below.

WIOA Section 121(c)(1) and §678.500(a) requires that the Local Workforce Development Board (Board), with the agreement of the chief elected official, shall develop and enter into a memorandum of understanding with the agencies that serve as partners in the ARIZONA@WORK Mohave/La Paz One-Stop delivery system operated in Mohave and La Paz counties.

WIOA Section 121(b)(1)(A)(iii) and §678.420(c) mandates all required partners in a local area to enter into a memorandum of understanding with the Board, relating the operation of the One-Stop system in the respective area pursuant to WIOA Section 121(c) and §678.500(d).

WIOA Section 121(b)(2) and §678.410(a) describes how entities that provide programs other than those required under WIOA Section 121(b)(1)(B) may participate in a local area, in this case ARIZONA@WORK Mohave/La Paz, One Stop delivery system as "additional partners" and carry out workforce development services available under their program through the area's One-Stop delivery system.

Per WIOA Section 121(b)(2)(A) both required and additional partners are included as parties to the Memorandum of Understanding. Therefore, all entities that participate in the Mohave/La Paz One-Stop delivery system as partners, whether required or additional, must be parties to this MOU and must abide by the terms prescribed herein and by all applicable federal, state, and local rules, plans, and policies as applicable and authorized under the WIOA law and federal guidelines.

WIOA Section 121(b)(1) identifies the federal programs and requires that the services and activities under each of those programs must be made available through each local area, in this case ARIZONA@WORK Mohave/La Paz, One-Stop delivery system. The entities that receive the federal funds for each of these programs and/or have the responsibility to administer the respective programs in the area are required partners under WIOA Section 121(b)(1)(B).

Bullhead City | Kingman | Lake Havasu City | Parker
928.758.0702 928.753.0723 928.453.0710 928.669.9812

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WIOA Section 121(b)(1)(A)(iv) and §678.420(d) indicate that the requirements of each partner's authorizing legislation continue to apply under the ARIZONA@WORK-Mohave/La Paz One-Stop delivery system and that participation in this system is in addition to other requirements applicable to each partner's program under each authorizing law.

The Department of Labor (DOL) is the Federal agency accountable for the administration of the workforce development programs.

The DOL identifies the Mohave/La Paz Workforce Development Board as the entity accountable for the administration and management of workforce development and employment-related programs in Mohave and La Paz counties.

MOU PARTNERS

Per Section 121(b)(1) of the Workforce Innovation and Opportunity Act and §678.400 the following entities are required partners in the One-Stop delivery system:

The designated operator for the Mohave/La Paz Workforce Development Board) is:

One Stop Operator: Mohave County issued RFP went out on February 28 and two proposals were received and reviewed in April by the Evaluation Committee. Goodwill was selected and approved by the Workforce Development Board and the Chief Elected Officials. The Operator will be in place on August 21, 2017 and the functions will be gradually transitioned to that person through the end of October, 2017.

Core Partners:

Title I Programs: Adult, Dislocated Worker, and Youth,
Title II: Adult Education and Literacy
Title III: Wagner-Peyser Programs and Veterans' Program
Title IV: Vocational Rehabilitation

Mandatory Partners:

Western Arizona Vocational Education/Joint Technical District (WAVE/JTED)
Western Arizona Council of Governments (WACOG)
DES Veterans Employment Services
DES Unemployment Compensation
DES Migrant Seasonal Farmworkers
Trade Adjustment Assistance

Additional Partners:

Mohave County Probation Department
Mohave County Community Services Department
Mohave Community College
ResCare (DES TANF Jobs Program)

PURPOSE OF THE AGREEMENT

The foundation of the Workforce Innovation and Opportunity Act of 2014 (WIOA) is the coordinated One-Stop customer service delivery system. The One-Stop delivery system assures coordination and cooperation from the Core and mandated partners the activities authorized in the WIOA.

The purpose of this Memorandum of Understanding (MOU) is to describe the roles and responsibilities of the partners to assure the coordination of efforts in accordance with the State issued requirements in order to establish and maintain an effective and successful “One-Stop” delivery system.

This agreement is intended to coordinate resources, prevent duplication of effort, and ensure the effective and efficient delivery of workforce services in Mohave and La Paz counties. In addition, this agreement will establish joint processes and procedures that will enable the Partners to integrate with the current One-Stop service delivery system. The result will be a seamless and comprehensive array of education, job training, job search and other workforce development services to all persons, particularly veterans, those with barriers to employment and those with disabilities within Mohave and La Paz counties.

The parties to this document agree to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties’ respective programs, services, and agencies.

This agreement has been negotiated and crafted to ensure that the principles outlined are consistent with the Workforce Development Plan 2016-2020 and State Administrative Policies.

VISION AND GOALS

The Workforce Innovation and Opportunity Act of 2014 (WIOA) stipulates that each required partner will work collaboratively to provide a higher level of service quality through the delivery of education and workforce services in a “**shared services model**”. This approach will foster system partnerships that build and sustain a shared vision and strategy that promotes seamless delivery of services. This improved framework will enhance the development of a more informed, educated, and skilled workforce and the development of effective in-demand career pathway systems.

In order to achieve this vision, the Mohave/La Paz Workforce Development Board will engage local businesses to gain a better understanding of their needs and enlist their assistance in developing an integrated education and workforce system that supports the development of in-demand career pathways.

This “**shared services model**” of collaboration will make additional resources available among

partners and ensure that well-connected and transparent arrays of services are provided to area residents.

This MOU will outline a One-Stop Delivery System that will:

- Ensure meaningful access of “career services” to all customers with “no wrong door” to access.
- Jointly provide services that meet the evolving employment and training needs of job seekers and businesses in the community.
- Strengthen awareness of services and resources to job seekers and businesses by supporting system alignment and continuous improvement efforts.
- Design career pathway systems aligned with business demand.
- Improve foundational skills and transition to postsecondary education and/or employment for individuals who are Basic Skills Deficient.
- Assist low-income individuals to achieve economic self-sufficiency through necessary support services, labor market driven credentialing, and employment.
- Be streamlined for “seamless access” to multiple programs.
- Empower individuals through access to information on programs, services, and outcomes available through the One-Stop system.
- Provide “shared accountability” among core partners for performance and customer satisfaction.
- Allow honest, open communication with easy access to needed information.
- Create meaningful linkages among workforce stakeholders by providing aligned, integrated, and seamless services to customers that will assist each to reach their goal(s).
- Design and implement cross-training initiatives for all staff so that they better understand partner program eligibility, process and desired outcomes.
- Share best practices with workforce stakeholders and partners when assisting a job seeker with employment.

The goal of the integrated system envisioned by the WIOA is to improve the quality of the workforce, meet the skills/credential requirements of business, reduce welfare dependency, increase economic self-sufficiency and enhance the productivity and competitiveness of the workforce of the area.

The partners agree to share accountability for achievement of Mohave/La Paz Workforce Development Board's performance standards and commit to the vision and goals for the one-stop system as stipulated in this agreement.

1. Partners responsibilities

WIOA Section 121(b)(1)(A) lists the responsibilities of all required partners under WIOA. For consistency, all Partners will assume the responsibilities identified below, unless inconsistent with the federal law and regulations that authorize the Partners or as otherwise specified in this section.

Partner's responsibilities include the following:

- Access to career services will be available under the Partner's program
- Contribute to infrastructure cost-sharing activities as defined in this MOU and use a percentage of funds made available to each partner's program and activities to create and maintain the area delivery system and provide career services per WIOA Section 134(c)(2) and §678.420(1).
- Pursuant to WIOA Section 121(c) partners must remain as a party of this Memorandum of Understanding throughout the Agreement period identified in Section 2 of this MOU
- WIOA Section 121(b)(1)(A)(iv) and §678.420(d) partners must participate in the operation of the area One-stop delivery system in agreement with the stipulations in this MOU and under the requirements of authorizing laws.
- Provide priority of services to veterans and covered spouses pursuant to the Jobs for Veterans Act as prescribed in 38 U.S. Code §4215.
- Compliance with WIOA and all federal, state, and local laws, regulations, rules, policies and plans applicable to parties in their respective roles under this MOU and as consistent with the rules that govern each partner's respective program. Each partner expressly agrees to notify the LWDB of any changes to the rules governing its respective program that impact the partner's performance under this MOU. LWDB will communicate the changes to the One-Stop delivery system and any other affected partners.
- Each partner must ensure compliance by its staff members who work in the ARIZONA@WORK Mohave/La Paz One-Stop delivery system with the area's policies and procedures. Should a conflict exist between personnel policies, the funding stream personnel policies, the funding stream policies will prevail.

- Use of common practices and procedures; forms and document; software systems or applications; and other forms of media as agreed to by all parties in the performance of the One-Stop delivery system.
- Referral methods of customers between the one-stop delivery system and the partner's agencies for appropriate services and activities.
- Approaches to ensure the needs of workers and youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in the provisions of necessary and appropriate access to services, including access to technology and materials made available through the one-stop delivery system.
- Describe how the costs of such services and the operating costs of such system will be funded.
- Commitments to cross train core partner and other appropriate staff.

2. Agreement period

WIOA Section 121(c)(2)(A)(v) and §678.500(5) and §678.500(6) requires that the MOU indicates the duration of the agreement, amending procedures, and assurance that the memorandum will be reviewed.

This revised MOU will commence on October 1, 2017 and shall remain in effect until June 30, 2020.

The Partners agree to review this Memorandum of Understanding annually at a minimum to ensure appropriate funding and delivery of services. Modifications will be made as deemed necessary and as agreed upon by the Partners.

The Partners understand that integration to the One-Stop delivery system is dependent on everyone's good faith integration efforts to improve and provide seamless services to the community. In the event that it becomes necessary for any of the partners to cease being a party to this MOU, the said partner shall notify the other parties, in writing, ninety (90) days in advance of that intention. The other partners shall then determine how to replace or offset the loss of participation and resources to the one-stop. Termination by one of the partners to this MOU does not alter the terms or obligations of the other partners to this MOU.

3. Amendment(s)

This MOU may be amended upon mutual agreement of the parties if it is not consistent with federal, state, or local laws, regulations, rules, plans, or policies or for one or more of the following reasons:

- The addition or removal of a partner from this MOU.
- Removal or addition of program responsibilities for any partner that administers more than one federal program.
- An extension of the effective ending date of the Agreement Period.
- A change in the ARIZONA@WORK One-Stop Operator or Fiscal Agent, or a change in the physical location.
- A change in the services, referral method, and service delivery methods currently utilized, methods to allocate costs, or methods to determine fair share.

All parties agree that amendments for the reasons listed above need only be signed by the Local Director, and the affected partners(s). Amendments for the reasons listed in all other paragraphs of this section or for any changes that will affect the responsibilities of all parties, require the signatures of all parties. Amendments will involve the following process;

The party seeking an amendment will submit a written request to the Area Director that includes:

- The requesting party's name
- The reason(s) for the amendment request
- Each section of this MOU that will require revision
- The desired date for the amendment to be effective
- The signature of the requesting party's authorized representative

If the request is approved, the LWDB will notify the remaining parties of the intent to amend and will provide each remaining party thirty (30) days from the date of the notice (unless another timeframe is specified in the notice) to review the anticipated changes and to submit a response to LWDB. Failure by a party to respond within the prescribed timeframe will be deemed as that party's approval of the proposed changes.

In the Event that a remaining party has questions and/or concerns regarding the proposed amendment, the party must list its questions and/or concerns in writing and submit the list to LWDB within the specified timeframe.

LWDB will review the listed questions/concerns and will issue a response within fifteen (15) days of the receipt of the list. If the LWDB deems it necessary, the listed questions/concerns will be sent to all other parties and/or a meeting with all parties will be scheduled to discuss the proposed changes and to achieve consensus on a final amendment draft.

The final approved amendment draft will be signed by authorized representatives of the affected partner then submitted to LWDB for the final signature.

LWDB will distribute copies of the fully executed amendment to all parties and to the Local Director as the MOU oversight agency upon execution.

This writing constitutes to the entire agreement among the parties with respect to each party's role and responsibility in the One-Stop delivery system. All parties agree that any amendment to any applicable laws or regulations cited herein will result in the correlative modification of this MOU without necessitating a formal, written amendment.

All parties agree to communicate details of the amendments to their respective staff members whose responsibilities may be impacted by changes and further agree to ensure that their respective staff members are referencing or utilizing the most current version of the MOU.

Amendments that will require the signature of all parties must be executed no later than ninety (90) days prior to the end of the MOU period and amendments that require only the signature of the LWDB, the Local Director, and the affected parties must be executed no later than 45 days from the end of the MOU period.

SYSTEM DESIGN

The Workforce Innovation and Opportunity Act seeks to modernize the workforce system to provide comprehensive, integrated and streamlined services. Such service delivery will require linking and aligning all communication and information sharing amongst the partners. Strengthening the linkages between the One-Stop delivery system and the Partners Programs will be critical to building a system designed to support the delivery of the services.

1. Services provided through the One-Stop delivery system

WIOA Section 121(b)(1)(B) identifies the programs, services, and related activities that must be provided through the ARIZONA@WORK One-Stop delivery system. WIOA Section 121(c)(2)(A)(i) requires this MOU to include a description of the services that will be provided through the ARIZONA@WORK – Mohave/La Paz One-Stop delivery system and to identify the delivery service method(s) that the One-Stop delivery system staff and partners will use to deliver the services. This MOU will also identify the career services, training, and employer services that staff and partners will provide to ensure that all parties' responsibilities are clearly identified herein.

A. Career Services includes self-help services requiring minimal staff assistance along with services requiring more staff involvement. Services requiring more staff involvement are generally provided to individuals unable to find employment through basic career services, and deemed to be in need of more concentrated services to obtain employment; or who are employed but deemed to be in need of more concentrated services to obtain or retain employment that allows for self-sufficiency.

1. Eligibility Determination is the process of obtaining and documenting information about an individual's circumstances and comparing that information with the criteria set by an agency or program to decide if the individual qualifies for participation.

2. Outreach activities involve the collection, publication, and dissemination of information on program services available and directed towards jobless, economically disadvantaged, and other individuals.

3. Intake is the process of collecting basic information e.g., name, address, phone number, SSN, and all other required information to determine eligibility or ineligibility for an individual's program.

4. Orientation, whether offered in a group setting, one-on-one, or electronically, is the process of providing broad information to customers in order to acquaint them with the System services, programs, staff and other resources.

5. Initial Assessment/Triage is for individuals new to the workforce system. Initial assessment involves the gathering of basic information about skills levels, aptitudes, abilities, barriers, and supportive service needs in order to recommend next steps and determine potential referrals to partners or community resources.

6. Job Search assists an individual to seek, locate, apply for, and obtain employment. It may include but no limited to:

- Job club
- Job finding skills
- Seven Steps to Work Readiness workshops
- Labor Market Information
- Resume development
- Vocational exploration
- Career guidance
- Job application support

And re-employment services such as:

- Orientation
- Skills determination
- Pre-lay off assistance

7. Placement Assistance helps people to identify and secure paid employment that matches their aptitudes, qualifications, experience, and interests.

8. Career Counseling facilitates exploration of occupational and industrial information that will lead to a first, new, or a better job for the individual.

9. Employment Labor Market Information is collected on Mohave/La Paz counties labor force, industries, occupations, employment projections, wages and other important labor market and economic data.

10. Eligible Provider Performance and Program Cost information is based on the following:

- Eligible training services as described in WIOA Section 122.
- Eligible youth activity providers as described in WIOA Section 123.
- Eligible adult education providers as described in WIOA Title II Section 203(5)
- Eligible postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl Perkins Act (Public Law 109-270).
- Eligibility for vocational rehabilitation program activities as described in Title I of the Rehabilitation Act of 1973.

11. Local Performance Information collects and provides information on the local areas recent performance measurements.

12. Supportive Services Information collects and provides information on services such as transportation, childcare, and needs related payments that are necessary to enable an individual to participate in employment and training activities.

13. Unemployment Compensation collects and provides information on filing claims for state benefits payments that protects individuals from economic insecurity while conducting job searches. Claims may be filed on-line in the area ARIZONA@WORK Job Centers.

14. Eligibility Assistance provides guidance to individuals on eligibility for Core Programs and on financial assistance for training and education program that are available in the area.

15. Follow-up Services provides 12 months of follow-up services after completion of program to include: phone contact, in person, and various social media (text messages, Facebook, email, etc.) in order to identify follow-up services needed. These services assist those individuals to obtain or maintain employment. Services include but are not limited to:

- Self-directed on-line academic tutoring for additional skills enhancement as needed for occupational or educational advancement;
- Availability of community workshops in employability and soft skills as needed in retaining employment and or education enrollment;
- Referrals to social and non-profit community organizations.
- Job referrals

16. Individual Employment Plan Development is the documentation process that occurs with individuals to identify their employment goals, appropriate achievement objectives, and the

appropriate combination of services that will help the individual achieve those goals.

17. Group Counseling is peer group counseling that assists individuals to develop problem-solving skills, self-esteem building, information interviewing, work behavior, and general brainstorming to develop resources and employment opportunities.

18. Individual Counseling and Career Planning assists individuals to develop problem-solving skills, self-esteem building, information interviewing, work behavior, and general brainstorming to develop resources and employment opportunities.

19. Case Management is the guidance provided for participants who receive training activity/services as described under WIOA section 134(3)(d)(4).

20. Short-Term Prevocational Services includes development of learning skills, communication skills, interviewing skills, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

21. Comprehensive Assessment of skill levels and activity/service needs including diagnostic testing or other assessment tools, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.

B. Training Services are offered through a training provider to help individuals upgrade their skills, earn certifications, or otherwise enhance their employability through learning and education. Types of training service include:

1. Occupational Skills Training – Organized program of study that provides specific vocational skills that lead to proficiency in performing tasks and technical functions required by a certain occupational fields at entry, intermediate or advanced levels of employment. Occupational skills' training includes training for nontraditional employment. Providers of occupational skills training must be listed on the Eligible Training Provider List (ETPL) and the specific training program must be listed as WIOA approved.

2. On-The-Job Training (OJT)/Locally Employer Recognized Training is provided under a contract with an employer who is reimbursed a percentage of the hourly wage. The participant being trained will be engaged in a job to help them prepare for long term unsubsidized employment. An OJT /Locally Employer Recognized Training is intended to provide the knowledge or skills essential to meet the full and adequate performance of the job.

3. Locally Employer Recognized Training – specific training provided to adults or dislocated workers in a local area which is required by an employer and results in employment.

4. Transitional Jobs - WIOA allows local areas to allocate up to 10 percent of Title I funds to transitional jobs for individuals with barriers to employment. The local area is working with the business community to discuss the possible opportunities for subsidized work experiences for

individuals who are chronically unemployed, possess limited work experience and have barriers to employment. These activities will help the individual to establish a solid work history and attain new occupational skills.

5. Customized Training is designed for the specific requirements of an employer or group of employers that relates to the introduction of new technologies or new production. The training is conducted with a commitment by the employer to employ, or if in the case of an incumbent worker, continue to be employed, upon successful completion of the training. The employer is required to pay not less than 50 percent of the cost of the training. Employer costs may be made through in-kind contributions.

6. Incumbent Worker Training is designed to help the local areas employer's workforce obtain the skills necessary to retain employment and prevent job loss. The training activities are carried out by the Local Board in conjunction with employers or a group of employers (which may include employers in partnership with other entities for delivering such training) for the purpose of assisting such workers in obtaining skills necessary to retain employment.

7. Skills upgrading and retraining is a short-term or part time intervention designed to upgrade skills in the workplace and provide re-training to enhance current skills for modern technology.

8. Entrepreneurial Training is training in the organizing, managing, and responsibility of a business or enterprise.

9. Adult Education and Literacy Activities are services or instruction below the postsecondary level for individuals who are not enrolled or required to be enrolled in secondary school under state law and lack basic educational skills to enable the individual to function effectively in society and on a job. Services include, but are not limited to, one-on-one instruction, coursework, or workshops that provide direction for the development and ability to read, write, and speak in English, compute and solve problems, at a level of proficiency necessary to function in society or on the job.

C. Employer Services are offered through the ARIZONA@WORK – Mohave/La Paz One-Stop delivery service to employer which include:

1. Employer needs assessment evaluates employer needs, particularly future hiring and talent needs.

2. Job Posting consists of receiving and filling of job openings, searching resumes; providing access to a diverse labor pool.

3. Applicant pre-screening consists of assessing candidates according to the employer's requirements and hiring needs; referring candidates based on their knowledge, skills, and abilities relative to the employer requirements.

4. Recruitment Assistance is conducted by raising awareness of employers, job seekers, and attracting individuals to apply for employment at a hiring organization. Specific activities may include posting of employer announcements, provision of job applications, and hosting job hiring events, mini-recruitments, and mass recruitments.

5. Training assistance provides training resources to enable employers to upgrade employee skills, introduce workers to new technology, or to help employees transition into new positions.

6. Labor Market Information is access to information on labor market trends, and other data related to the economy, wages, industries, etc.

7. Employer Referral System is a provision of information on topics of interest to employers such as services available in the community, local training providers, federal laws and requirements, tax information, and apprenticeship programs.

8. Rapid Response is an activity that involves a “rapid response” team of specialists whom, upon becoming aware of a substantial layoff or projected closure, will make contact with the affected employer within 48 hours or less upon notification. Information is provided to affected employers in order to facilitate access to available programs and services offered through the Local One-Stop delivery system.

D. Coordination and delivery of services

1. All career services are provided by staff comprised of ARIZONA@WORK and partner programs. Service delivery is fully coordinated and integrated, focused on a “single point of contact” model that is targeted to provide value-added services to jobseekers and employer customers. This service integration model moves beyond co-location and “partnerships” to create one common customer path with a standardized process for the delivery of a wide range of services and the provision of excellent customer service.

The integration provides customers a broad diversity of services that consist of information pertaining to current job opportunities, unemployment information, employability skills workshops, assessments, labor market information, and an overview of additional services provided by partner and community based programs. Co-enrollment and referrals to other programs are processed as deemed appropriate. Additional services include the following:

- Orientation-Intake & Registration
- Eligibility - Assessment & Enrollment
- Referral and registration: Career Advising & Counseling
- Adult Basic Education Services
- Adult/Dislocated Worker Enrollment
- Assessment of Career and Technical Education needs

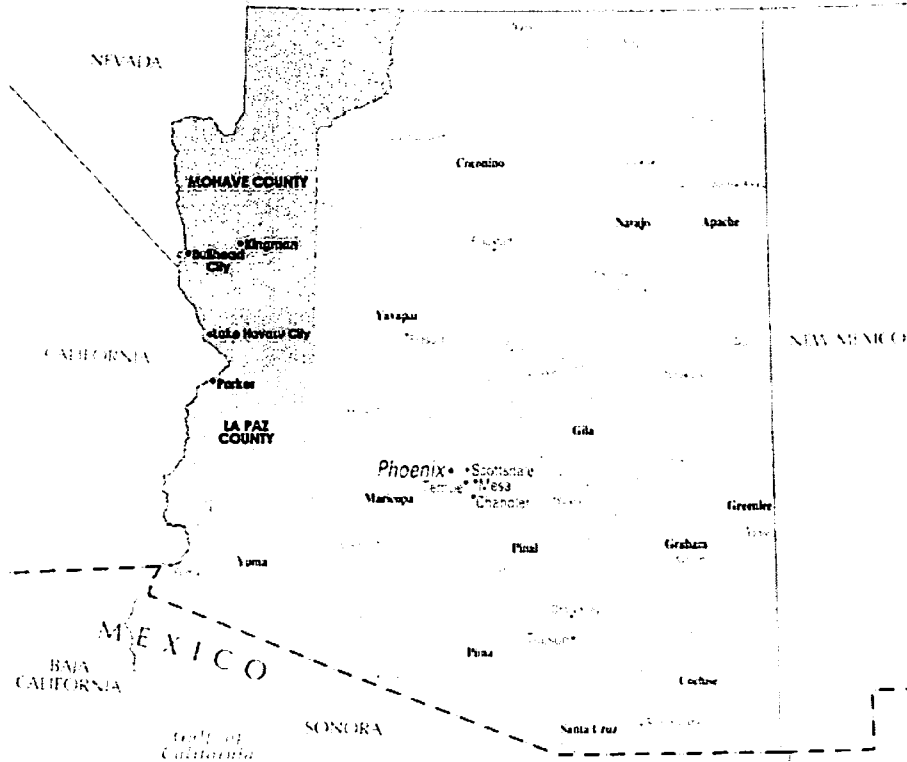
- Assessment/Testing:
- TABE,
- WorkKeys
- My Next Move
- O*NET Interest Profiler
- Referrals to Workshops
- Unemployment Insurance Information
- Veterans Services
- Vocational Rehabilitation Referrals
- Wagner-Peyser Labor Exchange Information
- Youth Enrollment

2. Business Engagement – The business services team consists of staff from ARIZONA@WORK – Mohave/La Paz and partner programs. They offer services to new and existing business and industry that help address employer needs. Team members provide community outreach through participation in Chamber of Commerce events, Economic Development events, employer organizations and local county/city activities. The business services team members work closely with economic development agencies and businesses to maintain a proactive approach to ensure employment and economic growth in Mohave and La Paz counties. Additional services that the business services team can provide employers include:

- Job Hiring Events
- Labor Market Information
- Listing job openings on the Arizona Job Connection
- Locating qualified job applicants for employers; vetting applications and resumes
- Provision of specialized assessments and testing for job seekers and employers
- Rapid Response services
- Space for job interviews and/or interviews via video conferencing
- Training Services information
- WARN services

E. ARIZONA@WORK--Mohave/La Paz One-Stop delivery system map

A system map that illustrates the ARIZONA@WORK – Mohave/La Paz One-Stop delivery system is included as an Attachment A to this MOU.



Core Partner program location

Kingman Comprehensive Job Center and Adult Education Services
700 West Beale Street
Kingman, AZ 86401

La Paz Career Center (Comprehensive) and Adult Education Services
1113 Kofa Avenue
Parker, AZ 85344

Kingman Affiliate Job Center
301 Pine Street
Kingman, AZ 86401

Bullhead City Comprehensive Job Center
2601 South Highway 95
Bullhead City, AZ 86442

Lake Havasu City Affiliate Job Center
2001 College Drive
Lake Havasu City, AZ

Lake Havasu City Affiliate Job Center
228 London Bridge Road
Lake Havasu City, AZ 86403

Vocational Rehabilitation
529 East Beale Street, Suite 130
Kingman, AZ 86401

Vocational Rehabilitation
232 London Bridge Road
Lake Havasu City, AZ 86403

Mohave Community College/Adult Education
Bullhead City Campus
3400 Highway 95
Bullhead City, AZ 86442

Mohave Community College/Adult Education
Lake Havasu City Campus
1977 Acoma Blvd. West
Lake Havasu City, AZ 86403

Mohave Community College/Adult Education
Neal Campus – Kingman
1971 Jagerson Ave.
Kingman, AZ 86409

1. Core Partners:

Title I Programs: Adult, Dislocated Worker, and Youth
ARIZONA@WORK – Mohave/La Paz

Title II: Adult Education and Literacy
Mohave Community College

Title III: Wagner-Peyser
Department of Economic Security
Veteran's Programs
Department of Economic Security

Title IV: Vocational Rehabilitation (RSA)
Department of Economic Security

2. Required Partners

Title V

AARP of Phoenix
Western Arizona Council of Governments

Job Corps

DES Unemployment

Mohave County Housing Authority

DES Migrant Seasonal Farmworkers

Western Arizona Vocation Education/Joint Technical District

DES Veterans Employment Services

Disabled Veterans Outreach Program

3. Non Mandated Partners

TANF Jobs Program

Mohave County Probation

Veterans Programs

POST UP FOR SOLDIERS

Mohave County Housing Authority VASH Program

Jerry Ambrose Veterans' Council of Mohave County

US Department of Veterans Affairs

Northern Arizona Veterans' Resources Center

Disabled American Vets

Vietnam Veterans of America

Arizona Coalition for Military Families

Western Arizona Council of Governments

Interagency

Catholic Charities

Arizona Western College

Comprehensive and Affiliate Sites

The Mohave/La Paz Workforce Area has three comprehensive centers and three affiliate job centers.

1. Comprehensive Job Centers

The Comprehensive Job Centers provide Workforce Services under the auspices of the Mohave/La Paz Workforce Development Board, as described in the submission of the WIOA Four-Year Workforce Development Plan. The comprehensive center in Kingman houses the Workforce Director, Workforce Program Supervisor, One Stop Operator, Workforce Regional Manager for RAA, Adult/DW Area Leader, Title I Adult, Dislocated Worker Case Managers and

Youth Program Representatives, an Adult/DW Program Leader, once a week scheduled presence of the area DVOP, once a week scheduled presence of a Vocational Rehabilitation Specialist, twice per week at a minimum of an Employment Services Specialist, and Title I Career Advisors, who will all be cross-trained to provide an overview of Core Partner service overview, basic eligibility requirements, and the agreed referral process. This Center also offers GED Preparation classes with an instructor co-funded by Title I and Title II. Access to training services as described in section 134(c)(3), including serving as the point of access to training services for participants in accordance with section 134(c)(3)(G)

The comprehensive centers provide employment and training services through a vast network of workforce experts while also providing business solution services to local employers and partners. A variety of services currently offered include: veteran services, on-the-job training services, re-entry services, disability resource coordination and case management, recruitment and job hiring events, assessments, workshops, along with many other services for both job seekers and business partners. Mandated partners providing services at the Center include Wagner-Peyser Employment Services, Veterans Program, Adult Education, and Vocational Rehabilitation, as well as non-mandated partners.

The Mohave County Comprehensive Job Centers are located at 700 West Beale Street in Kingman and 2601 South Highway 95 in Bullhead City. The business hours are 8:00 AM to 5:00 PM Monday through Friday. The La Paz Career Center is located at 1113 Kofa Avenue in Parker. Business hours are Monday through Thursday 8:00 AM until 6:00 PM.

2. Affiliate Sites

The Department Of Economic Security has several affiliate sites located in Kingman and Lake Havasu City. Title I currently has one site in Lake Havasu City. Access to all WIOA core partner services is available to job seekers and employers, including orientations and workshops regarding partner services. Business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.

4. ARIZONA@WORK branding

On Tuesday, February 17, 2016, the local board of Mohave and La Paz counties participated in the statewide rebranding effort of the workforce development system that established the new brand name of ARIZONA@WORK Mohave/La Paz. The local area is part of the unified organization of 12 regional and 47 local centers across Arizona.

SYSTEM ACCESS

Through the ARIZONA@WORK Mohave/La Paz one-stop delivery system, jobseekers and employers can access essential services and programs at various physical locations throughout Mohave and La Paz counties. These job centers provide universal access to the full range of career services of employment services, training and education, employer assistance, workshops, labor-market information etc. For a service to be deemed accessible, the One-Stop Delivery System must provide access to that service through the following methods.

Program staff are physically present at the job centers.

Core partner staff are appropriately trained to provide information to customers about the programs, services, and activities available through partner programs, such as basic eligibility criteria, overview of services provided and whether the services might meet a particular individual's needs. Veterans' Services, Employment Services, Vocational Rehabilitation and Title 1 staff agree to participate in annual cross-training events at a minimum.

- **Cross training on how to provide consistent and appropriate information to customers about the programs, services and activities available through the core programs of WIOA—Training is being developed for all Job Center staff. Arrangements will be made so that all staff will attend a one-day training to cover:**
 - Veterans Priority of Service
 - Job Referrals & resulting
 - Job Placement
 - Case note process
 - Referral process
 - Triage questionnaire and process
 - Review of referral process

- Services offered in the Job Center to include
 - Triage Interview
 - WIOA Overview Orientation
 - Employability Assessments;
 - Skills/Interest Profiler Assessments;
 - One-on-one Plus Account registration in the Arizona Job Connection (AJC) and checking to be sure all criteria in AJC is meet for UI eligibility;
 - Referral to community resources;
 - Referrals to partner services;
 - Seven Steps to Work Readiness workshops;
 - Assessing and referring jobseeker to job search workshops;
 - Job search assistance;
 - Labor market information;
 - Resume development guidance and support;
 - Job development;
 - Assisting migrant and seasonal farmworkers with the “MSFW Outreach Packet,” developed to provide critical information concerning access to services in their area;
 - Assessment of eligibility for the Work Opportunity Tax Credit (WOTC) and issue certification for jobseekers found eligible; and
 - Recruitment services for employers with job openings.

3. Cross information Sharing/Customer Referral – The One-Stop delivery system staff are trained to provide information about all programs, services, and activities that may be available to the customer through the partner organization and can make referrals.

4. Provision of a direct linkage through technology to program staffers who can provide meaningful information or services. A direct linkage is defined as a direct connection for a customer at the job center that occurs within a reasonable time. The Mohave/La Paz area will offer warm referrals via designated email contacts as follows:

- **Standardized referral process –**
- **Standardized case notes regarding referral and services completed**
 - Will be negotiated by the One Stop Operator.
- **Job referrals and results, job placement –All Job Center staff will have AJC access with the ability to do referrals, results and job placement. Staff will be cross-trained to be able to accomplish these tasks.**

- **Password hint lookup** – All Job Center staff will have AJC access and the ability to look up the Password Hint questions so that they can assist job seekers to be able to reset a forgotten password.
- **State plan indicates ES staff will participate on a Welcome Team and a Business Services Team.**--New customers to the centers will be greeted by staff who verbally review the triage questions to determine how they can best be served.

The Mohave/La Paz One-Stop delivery services are physically and programmatically accessible to individuals with disabilities.

WIOA requires a minimum of one comprehensive physical location in every Local Workforce Development Area. Currently the area has two comprehensive centers in this area and another one would be created pending successfully negotiation of co-located staff in Bullhead City.

Access for individuals with barriers to employment

All partners agree to prioritize services as outlined by the WIOA for adult and dislocated workers and for individuals with barriers to employment. WIOA Section 24 defines the term “individual with a barrier to employment” as a member of one (1) or more of the following populations:

- Displaced Homemakers
- Low-income individuals
- Indian, Alaskan Native, and Native Hawaiians
- Individuals with disabilities including youth who are individuals with disabilities
- Older individuals
- Ex-offenders
- Homeless individuals or homeless children and youth
- Youth who are in or have aged out of the foster care system
- Individuals who are English Language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- Eligible migrant and seasonal farm workers
- Individuals within 2 years of exhausting lifetime eligibility (for TANF)
- Single parents (including single pregnant women)
- Long-term unemployed individuals
- Other groups as the Governor determines to have barriers to employment

Partners commit to offer priority of for services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds. Priority of service status is established at the time of eligibility determination and does not change during the period of participation. Priority does not apply to the dislocated worker population.

Veterans and eligible spouses continue to receive priority of service among all eligible individuals; however, they must meet the WIOA adult program eligibility criteria and meet the criteria under WIOA Section 134(c)(3)(E).

Adult Education

Title I staff will make presentations for the High School Equivalency (HSE) diploma preparation program orientation for each of the four 8-weeks sessions on the Bullhead City, Lake Havasu City and Kingman Neal campus locations. As appropriate participants in Title II will be co-enrolled into Title I to obtain work readiness skills, job placement assistance and potentially Supportive Services.

Rehabilitation Services Administration

The Rehabilitation Services Administration (RSA) is committed to provide quality services to members of the local community. RSA will provide a staff member once a week at the Kingman Comprehensive Center, who will be available to meet with potential clients for the Vocational Rehabilitation program. This staff member is designated to take client referrals, provide on-site orientations, and provide other services as needed.

The Mohave/La Paz One-Stop delivery system and partners are committed to ensure the policies, procedures, program, and services are in compliance with the Americans with Disabilities Act of 1990 and its amendments, in order to provide equal access to all customers with disabilities.

Access to technology

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including client tracking, common case management, reporting, and data collection. To support the use of these tools each partner agrees to the following:

- Comply with the applicable provision of WIOA Title I, Rehabilitation Act, and any other appropriate statutes or requirements;
- The principal of common reports and shared information through electronic mechanisms, including shared data and technology;
- Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements;
- Maintain all records of customers or local partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related to such services;
- Develop technological enhancements that allow interfaces of common information needs, as appropriate; and
- Understand that system security provisions shall be agreed upon by all local partners.

Arizona Job Connection (AJC)

Title I and Title III will utilize the common Arizona Job Connection System approved jointly by the Workforce Arizona Council and the State Administrative Entity. Where a One-Stop partner utilizes the proprietary Arizona Job Connection system, shared information and data agreements will be utilized to support access to information between the partners as well as for intake and referral of customers and recording elements as allowed by authorizing law and regulations.

Job Order Website

Employers can contact any staff at any location to request to have their job posted in the Arizona Job Connection system. Title I staff will follow the process to be developed for creation of a Workforce Bulletin which will be sent to all partner program representatives. Title III staff posts positions in AJC.

A **Business Services Team** contact list has been established to effectively communicate with employers. After job orders are posted in the Arizona Job Connection System, they are sent out via social media to expand the outreach in search of potential qualified applicants for employers. Title III staff reviews searches AJC registered participants for those with skills/credentials that are a fit for the needs of the employer.

4. ADA Compliant

The Mohave/La Paz Workforce Development Board and the partners in the One-Stop delivery system are committed to providing quality workforce development services to Americans with disabilities. As recipients of federal funds, the Board is required to comply with various regulations relating to non-discrimination and equal opportunity. The job centers are in compliance with the Americans with Disabilities Act (ADA) of 1990 (42 U.S.C 12101 et seq.) and section 188 of the Workforce Innovation and Opportunity Act (WIOA). Section 188, prohibits the exclusion of an individual from participation in, denial of the benefit of, discrimination in, or denial of employment or in connection with, any program and activities funded or otherwise financially assisted under Title 1 of WIOA because of race, color religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status or participation in a program or activity that receives financial assistance under the Title 1 of WIOA.

The local title I Job Centers comply with the Americans with Disabilities Act (ADA) accessibility requirements such as:

- Physical and programmatic accessibility of facilities
- Program and services
- Assistive Technology
- Materials for individuals with disabilities, including staff training and support for addressing the needs of individuals with disabilities.

Area Title I staff work hard to support and ensure that persons with disabilities are provided with career and educational opportunities. Assistive Technology (AT) equipment is inspected on a monthly basis to ensure it's working appropriately for use by individuals. The following assistive technology equipment is available at Job Centers for persons with disabilities:

- Adjustable desk
- Powerlift desk (Kingman comprehensive center)
- Ergonomic chair
- Flat panel monitor
- FM System for Audio Amplification
- High-contrast keyboard/Ergonomic
- Standard keyboard with keyguard
- Dragon Naturally Speaking software
- JAWS software
- ZoomText software
- CCTV Print magnification (Kingman comprehensive center)
- Headset with microphone
- Standard headphones
- Track Pad
- Touchpad
- Printer material in large format
- Sign Language interpreter upon request
- Language interpreters upon request
- TYY 711 Relay System

5. GRIEVANCE

A. The Board is in compliance with the Workforce Innovation Opportunity Act (WIOA) Section 181(c)(1)(2), Workforce Innovation Opportunity Act Interim Final Rule §683.600, 29 CFR Part 37 and the WIA Guidance Letter #07-06. These state that each local area, state, and direct recipient of funds under Title I of the Workforce Innovation Opportunity Act, except for Job Corps, must establish and maintain a procedure for complaints and grievances according to the requirements of this section.

Any person, either by him/herself or through a representative, who believes that either he/she, or any specific class of individuals has been or is being subjected to discrimination prohibited by the nondiscrimination and equal opportunity provisions of the Workforce Innovation Opportunity Act (WIOA), may file a written complaint. The discrimination may be on the basis of, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of citizenship/immigrant status to work in the United States, or participation in programs funded under WIOA, or in connection with any WIOA funded program

or activity.

The Local Workforce Development Area (LWDA) process for dealing with complaints and grievances from job seekers, business customers and other interested parties affected by the Local Board, including the One-Stop partners and service providers are as follows:

COMPLAINTS OR GRIEVANCES

A process which allows an individual alleging a labor standards violation to submit the complaint or grievance to a binding arbitration procedure, if a collective bargaining agreements covering the parties to the complaint or grievance;

A complaint or grievance is a written description of an alleged violation of the WIOA, dated and signed by an interested party and shall be filed with the Mohave or La Paz county EO Officer as appropriate. Forms and process for filing are available at <http://workforce.mohavecounty.us> or in the job centers.

Lora Atchley
EO Officer
Mohave/La Paz Workforce Development Area P.O. Box 7000
Kingman, AZ 86402-7000
Phone: (928) 753-0723
Fax: (928) 753-0776
mocowiaeo@mohavecounty.us
TTY/TTD: 7-1-1

The Board, consistent with the philosophy of WIOA, encourages the resolution of grievances at the lowest level. In instances when a grievance is submitted directly to the State, but could be heard by the Local Board without compromising the opportunity for a fair hearing, the State will remand the matter to the local Board for hearing under their grievance process. Nothing shall preclude a complainant's right to appeal to the State later.

The Board utilizes its website to provide links to Problem Resolution procedures to disseminate pertinent local programmatic policies. EO is the Law posters are prominently displayed in all job centers. In addition, the identity of the local, state and federal EO Officer is displayed. WIOA Title I enrolled individuals are provided information on the EO is the Law and the Complaint and Grievance process with detailed explanation and instructions on how to file a complaint or grievance.

B. Vocational Rehabilitation grievance procedures

All grievances related to the provision of a Vocational Rehabilitation service will follow the policies and procedures set forth by the Arizona Rehabilitation Services Administration program as required by federal regulations.

Section 3.1- Overview of Appeals

A. Definitions

- 1. "Administrative Review"** means an investigation of laws, regulations, and policies that apply to the situation as well as any options available to resolve the concerns of the client by the AZRSA Administrator or their designee.
- 2. "Client Assistance Program" or "CAP"** means a program established by Federal Regulation and is intended to advise, inform, assist, and advocate for clients and applicants in order for them to participate in programs.
- 3. "Electronic Case File" or "ECF"** means the portion of the client record of service created and/or stored in an electronic case management system.
- 4. "Extended Support Services" or "ESS"** means ongoing support services, usually provided by an entity not a part of AZRSA, which are needed to support and maintain an individual in supported employment after Vocational Rehabilitation services through AZRSA are completed.
- 5. "Individualized Plan for Employment" or "IPE"** means a written program of services developed with the client that comprehensively documents the purpose, goals, responsibilities, and services necessary for a client's successful rehabilitation.
- 6. "Fair Hearing"** means a process by which an impartial Administrative Law Judge or ALJ will review the case and evidence provided by both the client and the agency in order to provide a written decision with regard to the disagreement.

7. **“Informal Review”** means review of the client case and the associated disagreement by the AZRSA local office supervisor.

8. **“Mediation”** means an informal resolution process which utilizes a qualified and impartial individual who is appointed by the State Attorney General’s Office to assist in the resolution of the disagreement.

9. **“Ombudsman”** means a representative assigned by the Administrator of AZRSA whose duties include assisting the applicant, client, and AZRSA in investigating and addressing complaints and guiding the client and agency through the complaint resolution process.

10. **“Post-Employment Services”** or **“PES”** means those services which may be provided within 1 year of successful closure from VR services if:

a. The client was successfully employed as a result of services provided by the Vocational Rehabilitation program, and

b. The client’s case has been closed with Vocational Rehabilitation.

11. **“Request for Review of Determination”** means a form provided to the client, or their representative, which serves as a written notice of appeal rights regarding decisions made by AZRSA personnel.

Policy

Anytime a decision which affects the provision of Vocational Rehabilitation services that has been made by AZRSA staff, AZRSA staff will provide the following information to the client or their representative:

- Advise the client of their right to request a review of the determination
 - Provide a written notice of client rights and appeals options by utilizing the Request for Review of Determination form; and
 - Advise the client of the availability and right to utilize the Client Assistance Program (CAP).
- Notice of client rights and written notice of appeals will be provided in writing by utilizing the Request for Review of Determination form to the client, and their representative if appropriate, at the following times:
 - When the client applies for services;
 - When AZRSA staff makes an eligibility decision;
 - When AZRSA staff determines placement into an Order of Selection (OOS) category;
 - When a client is placed on the Extended Support Services (ESS) waitlist;
 - When Individualized Plan for Employment (IPE) is developed;
 - Any time that AZRSA staff makes a decision or intends to reduce, suspend, or terminate planned services and/or goods being provided;
 - AZRSA staff notifies the client of intent to close a case for any reason; and
 - Upon denial of Post-Employment Services (PES).
- 3AZRSA staff will advise the client of the following appeals processes available to them.
 - Informal Resolution;

- Administrative Review;
- Mediation; and/or
- Fair Hearing.
- If a decision is being disputed, AZRSA staff will ensure that the client, or their representative, if appropriate, is aware that a formal request for review of a determination must be submitted within 15 calendar days of the date that the written decision letter was mailed.
- Formal written requests are acceptable in the following formats:
 - Utilizing a Request for Review of Determination
 - Any other written communication which will include explanation of the issue(s) under contention, client, or their representative, if appropriate, signature and date.
- An indication whether the client is willing to resolve the issue(s) through an informal review, administrative review, mediation, or formal due process hearing.
- AZRSA staff will direct clients who request assistance in completing a written appeal to the AZRSA Ombudsman or local CAP office.
- The AZRSA Ombudsman will schedule a Fair Hearing to occur within 60 days of submitting a Request for Review of Determination regardless of resolution options chosen.
- AZRSA staff will work with the client and the AZRSA Ombudsman throughout the appeal process until a final resolution is provided.

Procedure

- AZRSA staff will advise the client in writing of any decisions made which affects VR service provision and provide the client with a Request for Review of Determination.
- AZRSA staff will advise the client of the Client Assistance Program (CAP) and provide the client with CAP contact information when issuing a written decision letter.
- AZRSA staff will accept any written request for review and date stamp the request.
- AZRSA staff will scan the written request for review of determination and load into the client's ECF.
- AZRSA staff will forward the written request for review electronically or via interoffice mail to the AZRSA Ombudsman within 2 business days of receipt of document.

Dispute Resolution Process

It is expected partners will participate in decision-making by consensus. In instances where consensus cannot be reached through the Business and Career Center Leadership and service delivery for the ARIZONA@WORK Mohave/La Paz one-stop system is impaired, those partners who are parties to the dispute and have signed this MOU, shall submit to the following dispute resolution process:

- If the partners are unable to resolve a dispute to the satisfaction of the members who are parties to the dispute, the complaint shall be submitted in writing to the Pinal County Workforce Development Board's Executive Committee within 15 days of the initial dispute.
- The Executive Committee shall evaluate the merits of the dispute and may attempt to resolve the dispute through mediation. However, in all cases, the Executive Committee shall prepare a

response to the complaint within 30 days. The decision of the panel shall be final and binding on all parties to the dispute.

- If any party to the dispute is not satisfied with the decision of the Executive Committee, the dispute shall be referred to a five person-hearing panel, chosen by the LWDB, for resolution. The panel shall be requesting to make a determination within 30 days.
-

SHARING SYSTEM SERVICES AND CUSTOMERS

Sharing system services

The Mohave/La Paz one-stop delivery system and partners provide a wide range of **Career Services**, including:

- Basic Career Services available as self-services
- Adult Education
- Individualized Career Services
- Training Services
- Follow/Up Retention Services

The One-Stop delivery system also provides a myriad of services for businesses (**Business Services**) in the area to meet their hiring and strategic needs including:

- Employer Needs Assessment
- Job Posting
- Applicant Pre-Screening
- Recruitment Assistance
- Training Assistance
- Labor Market Information
- Employer Referral System
- Rapid Response

Shared Customers for the Mohave/La Paz one-stop delivery system include **businesses, dislocated workers, youth, and adults** seeking education and jobs, and who face barriers to employment such as, but not limited to:

- disabilities,
- low-income (including public assistance recipients),
- homelessness
- language deficiencies
- basic skill deficiencies
- lack of high school diploma or equivalent
- involvement with the justice system
- lack of occupational skills
- unemployment
- lay-off

- under-employment

Youth customers may also experience additional barriers such as but not limited to:

- Disconnected Youth (not attending school, not working)
- Run-aways
- Foster Youth
- Youth aged out of the foster care system
- In-and-out of home placement
- Pregnant or Parenting Youth
- Single Parent Youth

3. Referral process/methods between organizations

Pursuant to WIOA Section 121(c)(2)(A)(iii), the parties agree that the referral of individuals between the ARIZONA@WORK Mohave/La Paz One-Stop delivery system staff and partners for the services and activities described will be performed using the following method:

All local partners agree to follow the referral process (*outlined on pages 19 and 20 of this document*) to ensure that all customers receive a high-quality, customer-centered referral provided by staff trained in customer service. The One-Stop staff will continuously evaluate and refine the process as needed. Partners agree to refer its applicants and clients to the other partner agencies, when such individual may be appropriate and eligible for the partner agency's service.

The referral process between the partners' will:

- Ensure that intake and referral processes are customer-centered and provided by staff trained in customer service.
- Ensure that general information regarding the One-Stop system programs, service activities, and resources shall be made available to all customers as appropriate
- Describe how each partner will provide a direct link or access to other partner staff that can provide meaningful information or services, through the use of co-location, cross training of staff, and training on use of technology.
- Share information to ensure that all required partners are informed and engaged in system alignment activities.
- Referral between partners shall be tracked for follow-up to ensure customer receive service(s) in a timely manner

The Partners further agree to keep person designated for referrals current, should changes be necessitated. Updated information will be forwarded in a timely manner to keep the flow of referrals open.

Co-enrollment

The Partners agree to co-enroll participants in multiple partner programs whenever appropriate, and as eligibility and other program regulations allow. The objective of such co-enrollments is to broaden the service options for participants and to respond to unmet training, supportive service, and placements support needs. Furthermore, co-enrollment allows the Partners to share credit for outcomes.

All Partners agree to:

- Review and revise enrollment procedures to facilitate co-enrollment whenever possible and appropriate.
- Cross-train partner staff regarding basic services and eligibility criteria of all Core Program *(as outlined on pages 19-21 of this document)* to facilitate co-enrollment as needed.
- With the informed consent of the affected participant, share participant information (including eligibility and assessment information) to minimize participants' needs to have to provide similar or identical information to more than one of the Partners.

4. Confidentiality

The partners agree to comply with the provisions of WIOA where applicable as well as the applicable section of the Rehabilitation Act, and any other appropriate statute or requirement governing individual partner programs to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose, use, or permit, cause to be published, disclosed or used, any confidential information pertaining the ARIZONA@WORK Mohave/La Paz One-stop delivery system applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- Each partner agrees to abide by the current confidentiality provisions of the respective statutes to which the One-Stop Operator and other local partners must adhere, and shall share information necessary for the administration of the program as allowed under law and regulation. The partners, therefore, agree to share client information necessary for the provision of services such as assessment, universal intake, program or

training referral, job development or placement activities, and other services as needed for employment of program support purposes.

- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

SHARING ONE-STOP SYSTEM SERVICES AND OPERATING COSTS

Sharing Infrastructure Requirements under WIOA

WIOA 121(c)(2)(A)(ii) requires that the funding arrangement to service and operating costs of the delivery system must be described in this MOU. This will be negotiated between July 1, 2017 and January 1, 2018 and an amendment to this document will be created that includes this information.

All relevant parties to this MOU agree to continue to operate the ARIZONA@WORK Mohave/La Paz One-Stop delivery system per the existing funding agreement until another has been created and approved.

Each Partner agrees to contribute a proportionate “fair share” to the shared services and operational costs of the One-stop delivery system (20 CFR §678.760). Each partner must contribute a fair share of shared services and operating costs of the One-Stop delivery system proportionate to the use of the system by individuals attributable to the partner’s program.

a. Federal Cost Principles

Each partner must comply with the Federal Cost Principles set forth in the applicable Office of Management and Budget Super Circular.

2 CFR Part 220, Cost Principles for Education Institutions

2 CFR 225, Cost Principles for State/Local Governments and Indian Tribes

2 CFR Part 230, Cost Principles for Non-Profit Organizations

b. Cost Allocation and Resource Sharing Methodology

The allocation methodologies used will be based on a measure of relative benefit received that will produce an equitable allocation of costs to the programs and per TEGL 17-16 and its associated attachments.

Service delivery will be the prime factor driving operational planning- not cost accounting. However, cost accounting considerations will be part of the planning process. Federal funding sources and good management practices require costs to be accumulated in an organizational structure to control budgets, measure the efficiency of operations, and report financial information.

The Board will negotiate each Partner’s share of the costs in a way that promotes the principles of proportionate cost sharing. To accomplish this, the Board will support the fairness of the negotiated amounts through the use of appropriate cost allocation methods.

The Mohave/La Paz Workforce Development Board has some latitude for discretion in determining how to share costs, as long as the basis used for cost sharing is compatible with

the governing provisions of WIOA, Partners' legislation, and the applicable Office of Management and Budget Super Circular. Each Partner is accountable for paying costs based on its share of benefit derived.

Monthly monitoring of operating reports will allow the Partners to see when actual benefits derived and/or actual expenditures vary from their projections. Financial and/or service plans will be adjusted accordingly. As actual expenditures are made, offset plans will be monitored and adjusted so that Partners do not owe money at the conclusion of the Partnership agreement. Adjustment requests will be reviewed no less than quarterly and more frequently if the variances are large.

There are a number of methods that may be used to fund the shared costs of the One-Stop Center or system. These include cash payments, provision of goods and services, use of Full-Time Equivalents (FTE) staff positions, and third-party in-kind contributions.

Cash Payments: The Mohave County Community Services Department (CSD) is the managing partner for purposes of shared costs financial activity. As such, CSD is responsible for maintaining the documentation for the shared costs and notifying partners of their share of the costs as they are incurred. This may be done on a monthly or quarterly basis and/or on a basis determined by the partners as part of the Infrastructure Funding Agreement (IFA). The entity incurring the costs would issue an invoice on this predetermined basis to each participating partners. The partners then pay the invoice as they would any cost. Documentation to support the cost would be the invoice and the supporting shared costs budget, cost allocation plan, and the actual costs as they are incurred.

Full-Time Equivalents: The costs of staff functions for common services such as staffing the resource center or core services such as job development are included in the shared costs budget. Staff of the One-Stop may include State and/or local governmental employees, employees of nonprofit institutions, for-profit commercial entities and educational institutions. Each of these entities will have different pay scales, pay levels and fringe benefit costs. By using FTEs as a payment method, partner organizations need not address these differing pay scales or any privacy concerns.

To use FTEs as a payment method, all of the partner programs benefiting from the shared function must provide the necessary staff resources in the same proportion as their allocable share. FTEs will only be used for payment of common staff functions. Partners may not use FTEs as payment for non-staff costs such as facilities.

Goods and Services: Payment of shared costs through the provision of goods and services by each of the partner programs is a common method of payment. Using this method, the partners prepare the shared costs budget and allocate the costs using agree-upon allocation methodologies, with a resulting total shared costs budget attributable to each partner.

In-Kind Contributions: Partners may provide third-party in-kind contributions as resources to pay for their fair share of the cost. In-kind contributions are discussed in cost sharing or matching provisions of the Uniform Administrative Requirements codified at 29CFR 97.24 and 95.23 and are defined as donations of goods, services, or volunteer time from a third party. They are not a cost to the receiving organization. They may be used only as resources to pay for the partner agency's share of the costs if their use is not prohibited by the agency's governing statute or regulations.

Payment System and Timeline

The payment system for those shared costs to operate the One-Stop Center is to be paid within thirty days from the first of the month due date to the One-Stop administration. Failure to pay within this timeframe could result in additional finance charges being assessed to the Partner.

Alteration Provisions

The partners recognize that modifications will be necessary during the life of the agreement. Any modifications to this agreement must be in writing and approved by the Mohave/La Paz Workforce Development Board (WDB) or its designee. Modifications will be provided to the WDB for their information or approval, as appropriate. If additional partners become part of the comprehensive One-Stop Center, the Budget will be revised, by the operator, in conjunction with all partners, and after approved by the Board, or its designee, will become part of this agreement. If any provision of the agreement is held invalid, the remainder of the agreement shall not be affected.

Audit Responsibilities

The Partners agree that each will bear a proportionate share of the audit responsibilities based on their respective dollars contributed.

To promote efficiency and optimal performance, partner contributions for the costs of the system may be re-evaluated annually through the MOU process.

The contributions of partners may also consist of cash resources, or a mixture of cash and non-cash resources.

G) PARTNER SIGNATURES

ACCEPTANCE OF FACSIMILE OR SCANNED SIGNATURES

This MOU and IFA is considered signed when the signature of a party is delivered by facsimile transmission or delivered by scanned image (e.g., pdf, or tiff file extension name) as an attachment to electronic mail (email). Such facsimile or scanned signature shall be treated in all respects as having the same effect as an original signature.

A Partner is an entity which receives a grant or administers a program for job seekers or employer participants of the Workforce Development system, whether at a One-Stop Center or at another location. Required Partners are entities designated by Section 121(b)(1) of the Workforce Innovation and Opportunity Act of 2014 and by 20 §678.400 and §678.500(d). Additional Partners to this Agreement may be so designated by the local Workforce Development Board.

Process and Development Template

Infrastructure Funding Agreement (IFA):

Local Workforce Development Area: Mohave/La Paz

Date Submitted: DRAFT 2—9/30/2017 *(Due Not Later Than 9/30/17)*

1. The period of time this agreement is effective

October 1, 2017 to June 30, 2020

2. Identification of all ARIZONA@WORK Job Center partners, Chief Executive Official(s), and the Local Workforce Development Board (LWDB) participating in the IFA
(See Attachment A)

3. Steps the LWDB, Chief Elected Official (CEO), and ARIZONA@WORK Job Center partners took to reach consensus and/or an assurance that the Local Workforce Development Area followed guidance for the state infrastructure funding mechanism

Partner staff attended both the Infrastructure training provided by DES and met regularly to gather the data and discuss the terms of the IFA. A draft was submitted to the DES designated person on 8/11/17 for review and the Progress Report was submitted on 8/15/17, before the IFA was sent out for signatures by the relevant partners. Responses were checked to ensure they complied with the FINAL AZ-IFA Template Instructions from 6/21/2017.

4. The process ARIZONA@WORK Job Center partners will use to resolve issues related to infrastructure funding during the MOU duration period when consensus cannot be reached

It is expected partners will participate in decision-making by consensus. In instances where consensus cannot be reached through the One Stop System leadership and service delivery for the ARIZONA@WORK Mohave/La Paz one-



stop system is impaired, those partners who are parties to the dispute and have signed this MOU, shall submit to the following dispute resolution process:

- If the partners are unable to resolve a dispute to the satisfaction of the members who are parties to the dispute, the complaint shall be submitted in writing to the Mohave/La Paz Workforce Development Board's Executive Committee within 15 days of the initial dispute.
- The Executive Committee shall evaluate the merits of the dispute and may attempt to resolve the dispute through mediation. However, in all cases, the Executive Committee shall prepare a response to the complaint within 30 days. The decision of the panel shall be final and binding on all parties to the dispute.
- If any party to the dispute is not satisfied with the decision of the Executive Committee, the dispute shall be referred to a five person-hearing panel, chosen by the LWDB, for resolution. The panel shall be requesting to make a determination within 30 days.

5. A description of the periodic modification and review process to ensure equitable benefit among ARIZONA@WORK Job Center partners

Monthly monitoring of operating reports will allow the Partners to see when actual benefits derived and/or actual expenditures vary from their projections. Financial and/or service plans will be adjusted accordingly. As actual expenditures are made, offset plans will be monitored and adjusted so that Partners do not owe money at the conclusion of the Partnership agreement. Adjustment requests will be reviewed no less than quarterly and more frequently if the variances are large.

The Partners agree to review the Memorandum of Understanding and IFA annually at a minimum to ensure appropriate funding and delivery of services. Modifications will be made as deemed necessary and as agreed upon by the Partners. Changes to the IFA will be signed only by the partners affected.

The Partners understand that integration to the One-Stop delivery system is dependent on everyone's good faith integration efforts to improve and provide seamless services to the community. In the event that it becomes necessary for any of the partners to cease being a party to this IFA, the said partner shall notify the other parties, in writing, ninety (90) days in advance of that intention. The other partners shall then determine how to replace or offset the loss of participation and resources to the one-stop. Termination by one of the partners to this MOU does not alter the terms or obligations of the other partners to this MOU.

The allocation methodologies used will be based on a measure of relative benefit received that will produce an

equitable allocation of costs to the programs and per TEGL 17-16 and its associated attachments.

IFA Attachments

- A. ARIZONA@WORK Job Center Partners, Chief Executive Official(s), and the LWDB Participating in the IFA**
- B. ARIZONA@WORK Operating Budget: Infrastructure Costs**
- C. Signatures of Co-located ARIZONA@WORK Job Center Partners Agreeing to Share Infrastructure Costs**
- D. Signatures of Non-Co-located ARIZONA@WORK Job Center Partners Agreeing to Negotiate the Sharing of Infrastructure Costs When Sufficient Data is Available to Determine Relative Benefit and Proportionate Share**
- E. ARIZONA@WORK Operating Budget: Additional Costs (Applicable Career Services)**
- F. OPTIONAL:**
ARIZONA@WORK Operating Budget: Additional Costs (Shared Operating Costs and Shared Services) and Signature of ARIZONA@WORK Job Center Partners Agreeing to Share Identified Operating Costs/Shared Services

Attachment A:

Identification of all ARIZONA@WORK Job Center Partners, Chief Elected Official(s), and the Local Workforce Development Board (LWDB) participating in the IFA

Local Workforce Development Board:

Business (per Section 107(b)(2)(A))			
Name	Affiliation and Title	Contact Phone and Email	Address
Lisa Krueger 4yr	Lake Havasu Chamber - President/CEO	928-855-4115 lisak@havasuchamber.com	314 London Bridge Rd, LHC 86403
Rocco Vecera Jr. 2yr	DOT Foods, Inc- GM of the AZ Distributio	©765-277-1550 rvecera@dotfoods.com	2793 Steamboat Dr. BHC 86429
Kenneth Howell 4yr	Trainco Truck School - Owner	928-230-0035 kenhwl@yahoo.com	2175 Cherokee Kingman 86401
Brian Dietz 2yr	Cascades - Production Manager	702-528-2501 brian_dietz@cascades.com	1706 Cholla Circle Kingman, 86409
John Hansen * 4yr	Laron, Inc. - Chief Op Officer - COO	928-757-8424 john@laron.com	4255 Santa Fe Dr., Kingman, 86401
Mike Roberts 2yr	UniSource Energy - Mohave District Mgr.	928-681-6515 mroberts@uesaz.com	3436 Evans St. Kingman 86409
Don Van Brunt 4yr	Whitman Cowlitz Prof. Cons. - Prof.	928-279-5143 donvanbrunt@citlink.net	2488 W Hwy 66, Kingman 86401
Mary Dixon 2yr	Nucor Steel Kingman LLC.-Personnel	©928-303-2614 mary.dixon@nucor.com	3000 w. Old Hwy 66, Kingman 86413
Chonna Marshall 2yr	CB Real Estate - Owner/Broker	928-669-8969 chonna@cbrealestate.net	1304 W Arizona Ave, Parker 85344
Mary Hamilton 2yr	Parker Area Chamber - Exec. Director	928-669-2174 director@parkeraz.org	1217 S California Ave, Parker 85344
Regina Martinez	La Paz Regional Hospital - H.R. Director	928-669-7306 rmartinez@lapazhospital.org	P.O. Box 5454, Parker 85344
Joseph Salcido III 4yr	Wells Fargo Bank - Branch Store	928-669-3460 joe.salcidoll@yahoo.com	1001 West 12 th St, Parker 85344
Tonya Krueger 4yr	Partnership for Econ Development -	928-505-7333 tkrueger.lhc@gmail.com	314 London Bridge Rd, LHC 86403
Lori Wedemeyer 4yr	La Paz Econ Development - Board	928-669-9265 mgr@townofparkeraz.us	1217 S California Ave, Parker 85344
Thomas Taylor 2yr	Kingman Hospital - HR Manager	928-279-1629 tomet76@hotmail.com	4326 N. Cane Ranch Rd. Kingman 86401
Joe Throneberry* 2yr	Arizona Labor Force Inc. - Sales/CSR	928-754-1234 bull@laborsystems.com	1146 95 Ste. 139, Bullhead 86429
John Pynakker 4yr	Bullhead Area Chamber of Commerce-Ex	928-754-4121 johnp64@frontier.com	10222 S. St George St. Mohave Valley 86440

Workforce, Not Less Than 20% (per Section 107(b)(2)(B))			
Name	Affiliation and Title	Contact Phone and Email	Address
Allan Bell 2yr	IBEW #769 - Working Foreman	928-715-1694 alab@npgcable.com	2932 Mica Dr. LHC 86404-5222
Vicki De Los Reyes 2yr	ResCare Workforce-AZ Jobs Area Pgm.	928-575-6516 vickidelosreyes@rescare.com	288 London Bridge Rd, LHC 86403
Joe Throneberry * 4yr	Arizona Labor Force Inc. - Sales/CSR	928-754-1234 bull@laborsystems.com	1146 95 Ste. 139, Bullhead 86429

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Randy Hartless * 2yr	Parker Unified Schools	928-669-0175 rjhartless@yahoo.com	1309 9 th St, Parker 85344
John Hansen * 4yr	Laron, Inc. – Chief Op Officer - COO	©928-279-5740 jhansen@laron.com	4255 Santa Fe Dr., Kingman, 86401
Education & Training (per Section 107(b)(2)(C))			
Name	Affiliation and Title	Contact Phone and Email	Address
Michael Kearns 4yr	Mohave Community College – President	928-757-0800 mkearns@mohave.edu	1971 Jagerson Ave, Kingman 86401
Randy Hartless * 2yr	Parker Unif. Schools – Gov Board	928-669-0175 rjhartless@yahoo.com	1309 9 th St, Parker 85344
Jacque Price 4yr	La Paz Education Serv. Agcy -	©928-308-7566 jprice@co-la-paz.az.us	1112 S Joshua Ave. Ste 205, Parker 85344
Amy West 2yr	Wave JTED - Superintendent	928-753-0747 awest@wavejted.org	2442 Iroquois Dr. Kingman 86401

Governmental, Economic, and Community Development (per Section 107(b)(2)(D))			
Name	Affiliation and Title	Contact Phone and Email	Address
Robert Riley 4yr	Kgmn Airport Authority – Director, Econ	928-757-2134 kaaecondev@citlink.net	7000 Flightline Dr, Kingman 86401
Barbra Cuadras 2yr	Colorado River Reg Crisis Shelter – Pgms	©928-575-6607 bcuadras@crccs.com	1301 Joshua, Ste C, Parker 85344
Kenda Robinson 4yr	Employment Serv/Wagner Peyser	928-377-2228 KRobinson@azdes.gov	301 Pine Street, Kingman 86401
Tanya Underwood 2yr	Voc. Rehab Unit Supervisor	928-753-8850 tunderwood@azdes.gov	519 E. Beale St. #130 Kingman 86401

Chief Elected Official(s):

La Paz County

1108 Joshua Ave.
 Parker, AZ. 85344 928-669-6115 928-669-9709
 Toll free in La Paz County 888-526-8685

DL Wilson, Supervisor District 1 and Chairman of the Board, dlwilson@lapazcountyaz.org
 Duce Minor, Supervisor District 2 and Vice Chairman of the Board, dminor@co.la-paz.az.us
 Holly Irwin, Supervisor District 3, hirwin@co.la-paz.az.us

Mohave County

Gary Watson

Mohave County Supervisor District 1

Chairman of the Board

gary.watson@mohavecounty.us

main: 928-753-0722

fax: 928-718-4955

Hildy Angius

Mohave County Supervisor District 2

hildy.angius@mohavecounty.us

main: 928-758-0713

cell: 928-201-5967

fax: 928-758-0729

Buster D. Johnson

Mohave County Supervisor District 3

buster.johnson@mohavecounty.us

main: 928-453-0724

2001 College Drive, Suite 90

Lake Havasu City, AZ 86403

Jean Bishop

Mohave County Supervisor District 4

jean.bishop@mohavecounty.us

main: 928-753-8618

Lois Wakimoto

Mohave County Supervisor District 5

Fort Mohave Office

4168 Highway 95 Suite 102

Fort Mohave, AZ 86426

(928) 758-0739

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Lake Havasu Office 2156 McCulloch Blvd. Unit 10 Lake Havasu City, AZ 86403 (928) 453-0735		
Required WIOA and ARIZONA@WORK Job Center Partner	ARIZONA@WORK Job Center Partner Serves Local Area?	Point of Contact Information Name, Title, Address, Telephone, Email
Adult, Dislocated Worker (DW), and Youth Programs under Title I-B of WIOA	X	Dave Wolf, Mohave/La Paz Area Director, 928-753-0723, dave.wolf@mohavecounty.us
Job Corps under Title I of WIOA	Out of Yuma	Karla Fonseca, Admission Counselor, 928-606-4163, fonseca.karla@jobcorps.org
YouthBuild under Title I of WIOA	N/A	
Indian and Native American Programs (INAP) under WIOA Title I	N/A	
Migrant and Seasonal Farmworker Programs (MSFW) under Title I of WIOA	Out of Yuma	Chevera Trillo, 602-542-4910, ctrillo@azdes.gov
Adult Education and Family Literacy Act programs under Title II of WIOA	X	Sheryl Hart, 606-364-2707, Sheryl.hart@azed.gov
Wagner-Peyser under Title III of WIOA	X	Kenda Robinson, 928-263-8837, krobinson@azdes.gov
State Unemployment Insurance (UI)	X	Kenda Robinson, 928-263-8837, krobinson@azdes.gov
Trade Adjustment Assistance (TAA) under Title II of Trade Act	X	Kenda Robinson, 928-263-8837, krobinson@azdes.gov
Jobs for Veterans State Grants (Vets) under Title 38, U.S.C.	X	Kenda Robinson, 928-263-8837, krobinson@azdes.gov
Vocational Rehabilitation under Title IV of	X	Tanya Underwood, 928-263-8785, tunderwood@azdes.gov

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WIOA		
Senior Community Service Employment Programs (SCSEP) under Title V of Older Americans Act--State of Arizona	X	Darrell Reagan, 602-542-6335, dreagan@azdes.gov
Senior Community Service Employment Programs (SCSEP)—National Grantees under Title V of Older Americans Act	X	Sherilyn Fairburn, 602-864-0142
Career and Technical Education programs at the postsecondary level (CTE) under Perkins Career and Technical Education Act	X	Marilyn Gardner, 602-542-5137, Marilyn.gardner@azed.gov
Housing and Urban Development---Employment and Training Programs	X	Dave Wolf, Mohave/La Paz Area Director, 928-753-0723, dave.wolf@mohavecounty.us
Community Services Block Grants (CSBG)—Employment and Training Activities	N/A	
Re-entry Employment Opportunities (REO) under Second Chance Act	N/A	
<i>Additional ARIZONA@WORK Job Center Partners Approved by the LWDB and CEO(s)---If Any</i>		
<i>Temporary Assistance for Needy Families (TANF) employment & training under part A of Title IV of Social Security Act*</i>	N/A	

** 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."*

Attachment B1: ARIZONA@WORK Job Center and Affiliate Site Locations

Local Workforce Development Area: Mohave/La Paz

ARIZONA@WORK Job Center Locations <i>(Name, Address, Contact Name, Phone Number)</i>	ARIZONA@WORK <u>Affiliate</u> Site Locations <i>(Name, Address, Contact Name, Phone Number)</i>
ARIZONA@WORK Job Center Location #1: Kingman Comprehensive Job Center 700 West Beale Street Kingman, AZ 86401 Mary Mendola 928-753-0723	Affiliate Site Location #1: Employment Administration Job Center (DES) 301 Pine Street Kingman, AZ 86401 Kenda Robinson 480-313-5217
ARIZONA@WORK Job Center Location #2: Bullhead Comprehensive Job Center 2601 Highway 95 Bullhead City, AZ 86442 Kenda Robinson 480-313-5217	Affiliate Site Location #2: Employment Administration Job Center (DES) 228 London Bridge Road Lake Havasu City, AZ 86403 Kenda Robinson 480-313-5217
ARIZONA@WORK Job Center Location #3: La Paz Career Center 1113 Kofa Avenue Parker, AZ 85344 Ron Drake 928-669-6115	Affiliate Site Location #3: Lake Havasu Job Center 2001 College Drive, Suite 94 Lake Havasu City, AZ 86403 Mary Mendola 928-753-0723

Attachment B2: ARIZONA@WORK Job Center Partners Co-located in Each ARIZONA@WORK Job Center Location

Local Workforce Development Area: Mohave/La Paz

(Place an "X" If the ARIZONA@WORK Job Center Partner is Co-located in the Identified ARIZONA@WORK Job Center or Affiliate Site)

ARIZONA@WORK Job Ctr Partner	ARIZONA@WORK Job Ctr #1	ARIZONA@WORK Job Ctr #2	ARIZONA@WORK Job Ctr#3	Affiliate Site #1	Affiliate Site #2	Affiliate Site #3
Adult/DW	X	X	X			X
Youth	X	X	X			X
Job Corps						
Native Amer						
MSFW						
Adult Ed	X					
Wagner-Peyser	X	X	X	X	X	
Trade						
Veterans	X	X	X	X	X	
SCSEP--State						
SCSEP-National						
Career/Tech Ed						
HUD E&T	X					
CSBG E&T						
Second Chance						
YouthBuild						
Voc Rehab	X	X			X	
JOBS (ResCare)		X	X	X	X	

Attachment B3: Annual Infrastructure Budget for Each ARIZONA@WORK Job Center and Affiliate Site

ARIZONA@WORK Job Center: Kingman Comprehensive at 700 West Beale Street in Kingman, AZ 86401

Or

Affiliate Site/Specialized Center: _____ (Name/Location)

<i>Cost Category/Line Item</i>	<i>Line Item Cost Detail</i>	<i>Cost</i>
Rent		
Rental of Facilities	\$0	\$0
Subtotal: Rental Costs		\$0
Utilities and Maintenance		
Electric	\$0	\$0
Gas	\$0	\$0
Water	\$0	\$0
Sewer Connections	\$0	\$0
High-Speed Internet		\$1491
Telephones (Landlines)		\$6821
Facility Maintenance Contract	\$0	\$0
Security Contract	\$0	\$0
Subtotal: Utilities and Maintenance Costs		\$8312
Equipment		
Assessment-related products (TABE)	\$7 per person 20 per month	\$1680
Assistive technology for individuals with disabilities (Zoom Text and Dragon Naturally Speaking) (“Access and Accommodation”) purchase	\$21 per month based on software update every three years	\$504

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<i>every three years</i>		
Copiers		\$4542
Fax Machines	Included with copiers	
Computers (includes maintenance & data support)	Mohave County IT	\$18840
Other tangible equipment used to serve all center customers (not specific to an individual program partner) <i>Printers</i> <i>Specify Other Tangible Equipment</i>	Toner for printers	\$5301
Subtotal: Equipment Costs		\$30867
Technology to Facilitate Access to the ARIZONA@WORK Job Center		
Technology used for the center's planning and outreach activities <i>Specify the Technology</i>	Adobe Creative Suite \$52/mo Professional Printing	\$3612
Cost of creation and maintenance of a center website (not specific to an individual program partner) that provides outreach to customers by providing information on ARIZONA@WORK Job Center services and/or provides direct service access to the ARIZONA@WORK Job Center <i>Website Address: _____</i> <i>(Does not include data systems or case management systems specific to individual program partners.)</i>		\$0
Subtotal: Technology to Facilitate Access Costs		\$3612

Supplies to Support the General Operation of the ARIZONA@WORK Job Center (Local Option, If Agreed By All Co-located ARIZONA@WORK Job Center Partners)		
Supplies, as defined in Uniform Guidance at 2 CFR 200.94, to support the general operation of the ARIZONA@WORK Job Center <i>Specify Supplies to Support General Operation and Not Specific to a Co-located Partner (e.g., Printing; Postage, Office Supplies)</i>	General office supplies	\$6553
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center		\$6553
Common Identifier Costs (Local Option, If Agreed By All Co-located ARIZONA@WORK Job Center Partners)		
Creating New Signage		
Updating Templates/Materials		
Subtotal: Common Identifier		\$0
SUMMARY OF TOTAL INFRASTRUCTURE COSTS TO BE SHARED BY CO-LOCATED ARIZONA@WORK Job Center PARTNERS		
Cost Category	Total Cost	
Subtotal: Rental Costs	\$0	
Subtotal: Utilities and Maintenance Costs	\$8312	
Subtotal: Equipment Costs	\$30867	
Subtotal: Technology to Facilitate Access Costs	\$3612	
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center	\$6553	
Subtotal: Common Identifier Costs	\$0	
TOTAL INFRASTRUCTURE COSTS FOR THIS LOCATION	\$48344	

Attachment B3: Annual Infrastructure Budget for Each ARIZONA@WORK Job Center and Affiliate Site

ARIZONA@WORK Job Center: Bullhead Comprehensive Job Center at 2601 Highway 95 in Bullhead City, AZ 86442

Or

Affiliate Site/Specialized Center: _____ (Name/Location)

<i>Cost Category/Line Item</i>	<i>Line Item Cost Detail</i>	<i>Cost</i>
Rent		
Rental of Facilities	Miscellaneous Occupancy	\$523.74
Subtotal: Rental Costs		\$523.74
Utilities and Maintenance		
Electric		\$3469.04
Gas		\$97.09
Water		\$264.48
Other	L/R-All other non-mov bldgs	\$31263.41
Other		\$2014.98
Sewer Connections	Sanitation/Waste	\$186.06
High-Speed Internet	\$212/mo Title 1	\$212
Telephones (Landlines)	\$3528/yr Title 1	\$3528
Facility Maintenance Contract	Repair/Maint/Janitorial/Pest Control	\$205.31
Security Contract		
Subtotal: Utilities and Maintenance Costs		\$41054.31
Equipment		
Assessment-related products	0	\$0
Assistive technology for individuals with	Dragon Naturally Speaking	\$100

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disabilities <i>("Access and Accommodation")</i>		
Copiers		Included above
Fax Machines		Included above
Computers (includes maintenance & data support)	\$3248 Title 1	\$3248
Other tangible equipment used to serve all center customers (not specific to an individual program partner) <i>Printers</i> <i>Specify Other Tangible Equipment</i>	\$2742 Toner for printers Title 1	\$2472
Subtotal: Equipment Costs		\$5820
Technology to Facilitate Access to the ARIZONA@WORK Job Center		
Technology used for the center's planning and outreach activities <i>Specify the Technology</i>		\$0
Cost of creation and maintenance of a center website (not specific to an individual program partner) that provides outreach to customers by providing information on ARIZONA@WORK Job Center services and/or provides direct service access to the ARIZONA@WORK Job Center <i>Website Address: _____</i> <i>(Does not include data systems or case management systems specific to individual program partners.)</i>		\$0
Subtotal: Technology to Facilitate Access Costs		\$0

Supplies to Support the General Operation of the ARIZONA@WORK Job Center (Local Option, If Agreed By All Co-located ARIZONA@WORK Job Center Partners)		
Supplies, as defined in Uniform Guidance at 2 CFR 200.94, to support the general operation of the ARIZONA@WORK Job Center <i>Specify Supplies to Support General Operation and Not Specific to a Co-located Partner (e.g., Printing; Postage, Office Supplies)</i>	\$3389 General office supplies Title 1	\$3389
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center		\$3389
Common Identifier Costs (Local Option, If Agreed By All Co-located ARIZONA@WORK Job Center Partners)		
Creating New Signage		\$0
Updating Templates/Materials		\$0
Subtotal: Common Identifier		\$0
SUMMARY OF TOTAL INFRASTRUCTURE COSTS TO BE SHARED BY CO-LOCATED ARIZONA@WORK Job Center PARTNERS		
Cost Category	Total Cost	
Subtotal: Rental Costs	\$523.74	
Subtotal: Utilities and Maintenance Costs	\$41054.31	
Subtotal: Equipment Costs	\$5820.00	
Subtotal: Technology to Facilitate Access Costs	\$0	
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center	\$3389.00	
Subtotal: Common Identifier Costs		
TOTAL INFRASTRUCTURE COSTS FOR THIS LOCATION	\$50,956.01	

Attachment B3: Annual Infrastructure Budget for Each ARIZONA@WORK Job Center and Affiliate Site

ARIZONA@WORK Job Center: La Paz Career Center Comprehensive at 1113 Kofa Ave. in Parker, AZ 85344

Or

Affiliate Site/Specialized Center: _____ (Name/Location)

<i>Cost Category/Line Item</i>	<i>Line Item Cost Detail</i>	<i>Cost</i>
Rent		
Rental of Facilities	\$0	\$0
Subtotal: Rental Costs		
Utilities and Maintenance		
All Utilities		\$3300
Sewer Connections	\$0	\$0
High-Speed Internet		\$1692
Telephones (Landlines)		\$2196
Facility Maintenance Contract	\$0	\$0
Security Contract	\$0	\$0
Subtotal: Utilities and Maintenance Costs		\$7188
Equipment		
Assessment-related products (TABE)	\$7 per person 4 per month	\$336
Assistive technology for individuals with disabilities (Zoom Text and Dragon Naturally Speaking) ("Access and Accommodation") purchase	In kind by RS	

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<i>every three years</i>		
Copiers		\$2430
Fax Machines	Included with copiers	
Computers (includes maintenance & data support)		\$2002
Other tangible equipment used to serve all center customers (not specific to an individual program partner) <i>Printers</i> <i>Specify Other Tangible Equipment</i>		
Subtotal: Equipment Costs		\$4768
Technology to Facilitate Access to the ARIZONA@WORK Job Center		
Technology used for the center's planning and outreach activities <i>Specify the Technology</i>		\$0
Cost of creation and maintenance of a center website (not specific to an individual program partner) that provides outreach to customers by providing information on ARIZONA@WORK Job Center services and/or provides direct service access to the ARIZONA@WORK Job Center <i>Website Address: _____</i> <i>(Does not include data systems or case management systems specific to individual program partners.)</i>		\$0
Subtotal: Technology to Facilitate Access Costs		\$0

Supplies to Support the General Operation of the ARIZONA@WORK Job Center (Local Option, If Agreed By All Co-located ARIZONA@WORK Job Center Partners)		
Supplies, as defined in Uniform Guidance at 2 CFR 200.94, to support the general operation of the ARIZONA@WORK Job Center <i>Specify Supplies to Support General Operation and Not Specific to a Co-located Partner (e.g., Printing; Postage, Office Supplies)</i>	General office supplies	\$1211
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center		\$1211
Common Identifier Costs (Local Option, If Agreed By All Co-located ARIZONA@WORK Job Center Partners)		
Creating New Signage		
Updating Templates/Materials		
Subtotal: Common Identifier		\$0
SUMMARY OF TOTAL INFRASTRUCTURE COSTS TO BE SHARED BY CO-LOCATED ARIZONA@WORK Job Center PARTNERS		
Cost Category	Total Cost	
Subtotal: Rental Costs	\$0	
Subtotal: Utilities and Maintenance Costs	\$7188	
Subtotal: Equipment Costs	\$4768	
Subtotal: Technology to Facilitate Access Costs	\$0	
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center	\$1211	
Subtotal: Common Identifier Costs	\$0	
TOTAL INFRASTRUCTURE COSTS FOR THIS LOCATION	\$13167.00	

Attachment B3: Annual Infrastructure Budget for Each ARIZONA@WORK Job Center and Affiliate Site

ARIZONA@WORK Job Center:

Or

Affiliate Site/Specialized Center: Employment Services Job Center at 301 Pine Street in Kingman, AZ 86401

<i>Cost Category/Line Item</i>	<i>Line Item Cost Detail</i>	<i>Cost</i>
Rent		
Rental of Facilities	\$0	\$0
Subtotal: Rental Costs		
Utilities and Maintenance		
Electric		\$3103.81
Gas		\$94.64
Water		\$235.39
Other	Landscaping Contract	\$249.40
Other		\$459.16
Other		\$675.89
Sewer Connections	Sanitation/Waste Disposal	\$305.73
High-Speed Internet		
Telephones (Landlines)		
Facility Maintenance Contract	Repair/Maint NC-Security Devcs	\$220.55
Security Contract	DES Assistance	\$626.64
Subtotal: Utilities and Maintenance Costs		\$5971.20
Equipment		
Assessment-related products		

Copiers		
Fax Machines		
Computers (includes maintenance & data support)		
Other tangible equipment used to serve all center customers (not specific to an individual program partner) <i>Printers</i> <i>Specify Other Tangible Equipment</i>		
Subtotal: Equipment Costs		
Technology to Facilitate Access to the ARIZONA@WORK Job Center		
Technology used for the center's planning and outreach activities <i>Specify the Technology</i>		
Cost of creation and maintenance of a center website (not specific to an individual program partner) that provides outreach to customers by providing information on ARIZONA@WORK Job Center services and/or provides direct service access to the ARIZONA@WORK Job Center <i>Website Address: _____</i> <i>(Does not include data systems or case management systems specific to individual program partners.)</i>		\$0
Subtotal: Technology to Facilitate Access Costs		
Supplies to Support the General Operation of the ARIZONA@WORK Job Center (Local Option, If Agreed By All Co-located		

ARIZONA@WORK Job Center Partners)		
Supplies, as defined in Uniform Guidance at 2 CFR 200.94, to support the general operation of the ARIZONA@WORK Job Center <i>Specify Supplies to Support General Operation and Not Specific to a Co-located Partner (e.g., Printing; Postage, Office Supplies)</i>		
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center		
Common Identifier Costs (Local Option, If Agreed By All Co-located ARIZONA@WORK Job Center Partners)		
Creating New Signage		\$0
Updating Templates/Materials		\$0
Subtotal: Common Identifier		\$0
SUMMARY OF TOTAL INFRASTRUCTURE COSTS TO BE SHARED BY CO-LOCATED ARIZONA@WORK Job Center PARTNERS		
Cost Category		Total Cost
Subtotal: Rental Costs		\$0
Subtotal: Utilities and Maintenance Costs		\$5971.20
Subtotal: Equipment Costs		\$0
Subtotal: Technology to Facilitate Access Costs		\$0
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center		\$0
Subtotal: Common Identifier Costs		\$0
TOTAL INFRASTRUCTURE COSTS FOR THIS LOCATION		\$5971.20

Attachment B3: Annual Infrastructure Budget for Each ARIZONA@WORK Job Center and Affiliate Site

ARIZONA@WORK Job Center:

Or

Affiliate Site/Specialized Center: Employment Services Job Center at 228 London Bridge Road in Lake Havasu City, AZ 86403

<i>Cost Category/Line Item</i>	<i>Line Item Cost Detail</i>	<i>Cost</i>
Rent		
Rental of Facilities		
Subtotal: Rental Costs		
Utilities and Maintenance		
	L/R—All other non-mov bldgs	\$32294.40
Electric		
Gas		
Water		
Sewer Connections		
High-Speed Internet		
Telephones (Landlines)		
Facility Maintenance Contract		
Security Contract		
Subtotal: Utilities and Maintenance Costs		\$32294.40
Equipment		
Assessment-related products (TABE)		
Assistive technology for individuals with disabilities (<i>"Access and Accommodation"</i>)		

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Copiers		
Fax Machines		
Computers (includes maintenance & data support)		
Other tangible equipment used to serve all center customers (not specific to an individual program partner) <i>Printers</i> <i>Specify Other Tangible Equipment</i>		
Subtotal: Equipment Costs		
Technology to Facilitate Access to the ARIZONA@WORK Job Center		
Technology used for the center's planning and outreach activities <i>Specify the Technology</i>		
Cost of creation and maintenance of a center website (not specific to an individual program partner) that provides outreach to customers by providing information on ARIZONA@WORK Job Center services and/or provides direct service access to the ARIZONA@WORK Job Center <i>Website Address: _____</i> <i>(Does not include data systems or case management systems specific to individual program partners.)</i>		\$0
Subtotal: Technology to Facilitate Access Costs		

Supplies to Support the General Operation of the ARIZONA@WORK Job Center (Local Option, If Agreed By All Co-located ARIZONA@WORK Job Center Partners)		
Supplies, as defined in Uniform Guidance at 2 CFR 200.94, to support the general operation of the ARIZONA@WORK Job Center <i>Specify Supplies to Support General Operation and Not Specific to a Co-located Partner (e.g., Printing; Postage, Office Supplies)</i>		
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center		
Common Identifier Costs (Local Option, If Agreed By All Co-located ARIZONA@WORK Job Center Partners)		
Creating New Signage		\$0
Updating Templates/Materials		\$0
Subtotal: Common Identifier		\$0
SUMMARY OF TOTAL INFRASTRUCTURE COSTS TO BE SHARED BY CO-LOCATED ARIZONA@WORK Job Center PARTNERS		
Cost Category	Total Cost	
Subtotal: Rental Costs		
Subtotal: Utilities and Maintenance Costs	\$32294.40	
Subtotal: Equipment Costs		
Subtotal: Technology to Facilitate Access Costs		
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center		
Subtotal: Common Identifier Costs		
TOTAL INFRASTRUCTURE COSTS FOR THIS LOCATION	\$32294.40	

Attachment B3: Annual Infrastructure Budget for Each ARIZONA@WORK Job Center and Affiliate Site

ARIZONA@WORK Job Center:

Or

Affiliate Site/Specialized Center: Title 1 Job Center at 2001 College Drive, Suite 94 in Lake Havasu City, AZ 86403

<i>Cost Category/Line Item</i>	<i>Line Item Cost Detail</i>	<i>Cost</i>
Rent		
Rental of Facilities	\$0	\$0
Subtotal: Rental Costs		
Utilities and Maintenance		
Electric	\$0	\$0
Gas	\$0	\$0
Water	\$0	\$0
Sewer Connections	\$0	\$0
High-Speed Internet		\$720
Telephones (Landlines)		\$3293
Facility Maintenance Contract	\$0	\$0
Security Contract	\$0	\$0
Subtotal: Utilities and Maintenance Costs		\$4013
Equipment		
Assessment-related products (TABE)	\$7 per person 5 per month	\$420
Assistive technology for individuals with disabilities (Zoom Text and Dragon Naturally Speaking) (“Access and Accommodation”) purchase	\$21 per month passed on software update every three years	\$504

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<i>every three years</i>		
Copiers		\$1231
Fax Machines	Included with copiers	
Computers (includes maintenance & data support)	Mohave County IT	\$11174
Other tangible equipment used to serve all center customers (not specific to an individual program partner) <i>Printers</i> <i>Specify Other Tangible Equipment</i>	Toner for printers	\$2559
Subtotal: Equipment Costs		\$15888
Technology to Facilitate Access to the ARIZONA@WORK Job Center		
Technology used for the center's planning and outreach activities <i>Specify the Technology</i>	\$0	\$0
Cost of creation and maintenance of a center website (not specific to an individual program partner) that provides outreach to customers by providing information on ARIZONA@WORK Job Center services and/or provides direct service access to the ARIZONA@WORK Job Center <i>Website Address: _____</i> <i>(Does not include data systems or case management systems specific to individual program partners.)</i>	\$0	\$0
Subtotal: Technology to Facilitate Access Costs		\$0

Supplies to Support the General Operation of the ARIZONA@WORK Job Center (Local Option, If Agreed By All Co-located ARIZONA@WORK Job Center Partners)		
Supplies, as defined in Uniform Guidance at 2 CFR 200.94, to support the general operation of the ARIZONA@WORK Job Center <i>Specify Supplies to Support General Operation and Not Specific to a Co-located Partner (e.g., Printing; Postage, Office Supplies)</i>	General office supplies	\$3163
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center		\$3163
Common Identifier Costs (Local Option, If Agreed By All Co-located ARIZONA@WORK Job Center Partners)		
Creating New Signage		\$0
Updating Templates/Materials		\$0
Subtotal: Common Identifier		\$0
SUMMARY OF TOTAL INFRASTRUCTURE COSTS TO BE SHARED BY CO-LOCATED ARIZONA@WORK Job Center PARTNERS		
Cost Category	Total Cost	
Subtotal: Rental Costs	\$0	
Subtotal: Utilities and Maintenance Costs	\$4013	
Subtotal: Equipment Costs	\$15888	
Subtotal: Technology to Facilitate Access Costs	\$0	
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center	\$3163	
Subtotal: Common Identifier Costs	\$0	
TOTAL INFRASTRUCTURE COSTS FOR THIS LOCATION	\$23064	

Attachment B4: Percentage of Co-located ARIZONA@WORK Job Center Partner's Occupancy in Each Center

ARIZONA@WORK Job Center Location: 700 West Beale Street, Kingman, AZ 86401

Total Square Footage of the ARIZONA@WORK Job Center: 6178.00 Square Feet

Total Square Footage of Dedicated/Assigned Space For All Co-located ARIZONA@WORK Partners: 1842 Square Feet

<i>Co-located ARIZONA@WORK Job Center Partners</i>	<i>Square Footage of the ARIZONA@WORK Job Center Partner's Dedicated/Assigned Space</i>	<i>ARIZONA@WORK Job Center Partner's Dedicated Space as a % of All Co-located ARIZONA@WORK Job Center Partners' Space</i>
WIOA Title I-B Adult/Dislocated Worker	898	48.5%
WIOA Title I-B Youth	504	27%
Wagner-Peyser	128	7%
Trade		
Veterans	64	3.5%
MSFW		
Adult Education	64	3.5%
Vocational Rehabilitation	64	3.5%
Other Co-located Partner: CDBG Ed & Trng	120	7%
Other Co-located Partner:		
Other Co-located Partner:		
<i>Total Percentage of the Designated/Assigned Space of All Co-located ARIZONA@WORK Job Center Partners</i>		100%

Attachment B4: Percentage of Co-located ARIZONA@WORK Job Center Partner's Occupancy in Each Center

ARIZONA@WORK Job Center Location: 2601 Highway 95, Bullhead City, AZ 86441

Total Square Footage of the ARIZONA@WORK Job Center: 1921.47 Square Feet

Total Square Footage of Dedicated/Assigned Space For All Co-located ARIZONA@WORK Partners: 994.50 Square Feet

<i>Co-located ARIZONA@WORK Job Center Partners</i>	<i>Square Footage of the ARIZONA@WORK Job Center Partner's Dedicated/Assigned Space</i>	<i>ARIZONA@WORK Job Center Partner's Dedicated Space as a % of All Co-located ARIZONA@WORK Job Center Partners' Space</i>
WIOA Title I-B Adult/Dislocated Worker	127.75	12.9%
WIOA Title I-B Youth	127.75	12.9%
Wagner-Peyser	239.00	24.0%
Trade		
Veterans	56	5.6%
MSFW		
Adult Education		
Vocational Rehabilitation	444.00	44.6%
Other Co-located Partner:		
Other Co-located Partner:		
Other Co-located Partner:		
<i>Total Percentage of the Designated/Assigned Space of All Co-located ARIZONA@WORK Job Center Partners</i>		100%

Attachment B4: Percentage of Co-located ARIZONA@WORK Job Center Partner's Occupancy in Each Center

ARIZONA@WORK Job Center Location: 228 London Bridge Road, Lake Havasu, AZ 86403

Total Square Footage of the ARIZONA@WORK Job Center: 1698.16 Square Feet

Total Square Footage of Dedicated/Assigned Space For All Co-located ARIZONA@WORK Partners: 724 Square Feet

<i>Co-located ARIZONA@WORK Job Center Partners</i>	<i>Square Footage of the ARIZONA@WORK Job Center Partner's Dedicated/Assigned Space</i>	<i>ARIZONA@WORK Job Center Partner's Dedicated Space as a % of All Co-located ARIZONA@WORK Job Center Partners' Space</i>
WIOA Title I-B Adult/Dislocated Worker		
WIOA Title I-B Youth		
Wagner-Peyser	237.00	32.7%
Trade		
Veterans	67.00	9.3%
MSFW		
Adult Education		
Vocational Rehabilitation	420.00	58%
Other Co-located Partner:		
Other Co-located Partner:		
Other Co-located Partner:		
<i>Total Percentage of the Designated/Assigned Space of All Co-located ARIZONA@WORK Job Center Partners</i>		100%

Attachment B4: Percentage of Co-located ARIZONA@WORK Job Center Partner's Occupancy in Each Center

ARIZONA@WORK Job Center Location: 2001 College Drive, Lake Havasu, AZ 86403

Total Square Footage of the ARIZONA@WORK Job Center: 1080 Square Feet

Total Square Footage of Dedicated/Assigned Space For All Co-located ARIZONA@WORK Partners: 548 Square Feet

<i>Co-located ARIZONA@WORK Job Center Partners</i>	<i>Square Footage of the ARIZONA@WORK Job Center Partner's Dedicated/Assigned Space</i>	<i>ARIZONA@WORK Job Center Partner's Dedicated Space as a % of All Co-located ARIZONA@WORK Job Center Partners' Space</i>
WIOA Title I-B Adult/Dislocated Worker	306	56%
WIOA Title I-B Youth	242	44%
Wagner-Peyser		
Trade		
Veterans		
MSFW		
Adult Education		
Vocational Rehabilitation		
Other Co-located Partner:		
Other Co-located Partner:		
Other Co-located Partner:		
<i>Total Percentage of the Designated/Assigned Space of All Co-located ARIZONA@WORK Job Center Partners</i>	100%	

Attachment B4: Percentage of Co-located ARIZONA@WORK Job Center Partner's Occupancy in Each Center

ARIZONA@WORK Job Center Location: 301 Pine Street, Kingman, AZ 86401

Total Square Footage of the ARIZONA@WORK Job Center: 1980.29 Square Feet

Total Square Footage of Dedicated/Assigned Space For All Co-located ARIZONA@WORK Partners: 892.00 Square Feet

<i>Co-located ARIZONA@WORK Job Center Partners</i>	<i>Square Footage of the ARIZONA@WORK Job Center Partner's Dedicated/Assigned Space</i>	<i>ARIZONA@WORK Job Center Partner's Dedicated Space as a % of All Co-located ARIZONA@WORK Job Center Partners' Space</i>
WIOA Title I-B Adult/Dislocated Worker		
WIOA Title I-B Youth		
Wagner-Peyser	716.00	80.3%
Trade		
Veterans	176.00	19.7%
MSFW		
Adult Education		
Vocational Rehabilitation		
Other Co-located Partner:		
Other Co-located Partner:		
Other Co-located Partner:		
<i>Total Percentage of the Designated/Assigned Space of All Co-located ARIZONA@WORK Job Center Partners</i>	100%	

Attachment B4: Percentage of Co-located ARIZONA@WORK Job Center Partner's Occupancy in Each Center

ARIZONA@WORK Job Center Location: 1113 Kofa Avenue, Parker, AZ

Total Square Footage of the ARIZONA@WORK Job Center: 928 Square Feet

Total Square Footage of Dedicated/Assigned Space For All Co-located ARIZONA@WORK Partners: 713.00 Square Feet

<i>Co-located ARIZONA@WORK Job Center Partners</i>	<i>Square Footage of the ARIZONA@WORK Job Center Partner's Dedicated/Assigned Space</i>	<i>ARIZONA@WORK Job Center Partner's Dedicated Space as a % of All Co-located ARIZONA@WORK Job Center Partners' Space</i>
WIOA Title I-B Adult/Dislocated Worker	225	32%
WIOA Title I-B Youth	144	20%
Wagner-Peyser	100	14%
Trade		
Veterans	100	14%
MSFW		
Adult Education		
Vocational Rehabilitation		
Other Co-located Partner: ResCare (JOBS Program)	144	20%
Other Co-located Partner:		
Other Co-located Partner:		
<i>Total Percentage of the Designated/Assigned Space of All Co-located ARIZONA@WORK Job Center Partners</i>		100%

Attachment B5:

Initial Proportionate Share of Infrastructure Costs Allocated to Each Co-located ARIZONA@WORK Job Center Partner

ARIZONA@WORK Job Center Location: Kingman Comprehensive Job Center, 700 West Beale St., Kingman, AZ

Total Infrastructure Costs for This ARIZONA@WORK Job Center: \$48,344 (See Attachment B3)

Co-located ARIZONA@WORK Job Center Partner	ARIZONA@WORK Job Center 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
Wagner Peyser	7%	4.5%	\$2097.84	\$0
Veterans Services	3.5%	4.5%	\$2097.84	\$0
Adult/DW	48.5%	52%	\$25128.88	\$0
Youth	27%	27%	\$15635.36	\$0
Voc Rehab	3.5%	0	\$0	\$0
CDBG Ed & Trng	7%		\$3384.08	\$0
Adult Education	3.5%	0	\$0	\$0
Total Infrastructure Costs to Be Shared by ARIZONA@WORK Job Center Partners in Cash/Non-Cash (Must Equal the Total Infrastructure Costs for This ARIZONA@WORK Job Center)			\$48,344	\$0

Attachment B5:

Initial Proportionate Share of Infrastructure Costs Allocated to Each Co-located ARIZONA@WORK Job Center Partner

ARIZONA@WORK Job Center Location: Bullhead Comprehensive Job Center, 2601 Hgwy 95, Bullhead City, AZ 86442

Total Infrastructure Costs for This ARIZONA@WORK Job Center: \$50,956.01 (See Attachment B3)

Co-located ARIZONA@WORK Job Center Partner	ARIZONA@WORK Job Center Partner's Dedicated Space as a % of All Co-located ARIZONA@WORK Job Center Partners' Space	Proportionate Share <i>(% of ARIZONA@WORK Job Center Partner Space X Total Infrastructure Cost = ARIZONA@WORK Job Center Partner Share)</i>	\$ Share to Be Paid In Cash	\$ Share to Be Paid In Non-Cash
Wagner Peyser	24%	24%	\$12229.44	\$0
Veterans Services	5.6%	22%	\$10,958.38	\$0
Adult/DW	12.9%	5%	\$2520.90	\$0
Youth	12.9%	5%	\$2520.90	\$0
Voc Rehab	44.6%	44%	\$22726.39	\$0
Total Infrastructure Costs to Be Shared by ARIZONA@WORK Job Center Partners in Cash/Non-Cash (Must Equal the Total Infrastructure Costs for This ARIZONA@WORK Job			\$50,956.01	\$0

Center				
<u>Attachment B5:</u> <u>Initial Proportionate Share of Infrastructure Costs Allocated to Each Co-located ARIZONA@WORK Job Center Partner</u>				
ARIZONA@WORK Job Center Location: Parker Comprehensive Job Center, 1113 Kofa Avenue, Parker, AZ				
Total Infrastructure Costs for This ARIZONA@WORK Job Center: \$ 13187.00 (See Attachment B3)				
Co-located ARIZONA@WORK Job Center Partner	ARIZONA@WORK Job Center 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
Wagner Peyser	14%	0%	\$0	\$0
Veterans Services	14%	0%	\$0	\$0
Adult/DW	32%	50%	\$6583.50	\$0
Youth	20%	50%	\$6583.50	\$0
ResCare	20%	0%	\$0	\$0
Total Infrastructure Costs to Be Shared by ARIZONA@WORK Job Center Partners in Cash/Non-Cash (Must Equal the Total Infrastructure Costs for This ARIZONA@WORK Job Center			\$13167.00	\$0

Attachment C:

Signatures of Co-located ARIZONA@WORK Job Center Partners Agreeing to Share Infrastructure Costs

By signing below, all parties agree to the revised MOU and the terms prescribed in the Infrastructure Funding Agreement

(Chief Elected Official)

DL Wilson, Chair of the La Paz County BOS

Date: _____

Attachment C:

Signatures of Co-located ARIZONA@WORK Job Center Partners Agreeing to Share Infrastructure Costs

By signing below, all parties agree to the terms prescribed in the Infrastructure Funding Agreement

(Co-located Partner Entity)



Kenda Robinson, Workforce Region Manager

Date: September 26, 2017

Attachment C:

Signatures of Co-located ARIZONA@WORK Job Center Partners Agreeing to Share Infrastructure Costs

By signing below, all parties agree to the revised MOU and the terms prescribed in the Infrastructure Funding Agreement

(Chief Elected Official)

Gary Watson, Chair of the Mohave County BOS

Date: _____

Attachment C:

Signatures of Co-located ARIZONA@WORK Job Center Partners Agreeing to Share Infrastructure Costs

By signing below, all parties agree to the revised MOU and the terms prescribed in the Infrastructure Funding Agreement

(Co-located Partner Entity)



Dave Wolf, Community Services Department Director

Date: 9-27-17

ARIZONA@WORK Infrastructure Funding Agreement Templates FINAL 6/16/17

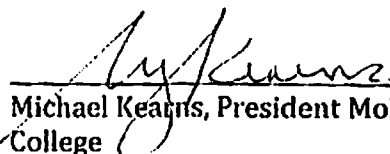
Attachment C:

Signatures of Co-located ARIZONA@WORK Job Center Partners Agreeing to Share Infrastructure Costs

By signing below, all parties agree to the revised MOU and the terms prescribed in the Infrastructure Funding Agreement

(Co-located Partner Entity)

Date: 10/10/2017



Michael Kearns, President Mohave Community College

Attachment C:

Signatures of Co-located ARIZONA@WORK Job Center Partners Agreeing to Share Infrastructure Costs

By signing below, all parties agree to the revised MOU and the terms prescribed in the Infrastructure Funding Agreement

(LWDB Chairperson)

Chonna Marshall

Date: _____

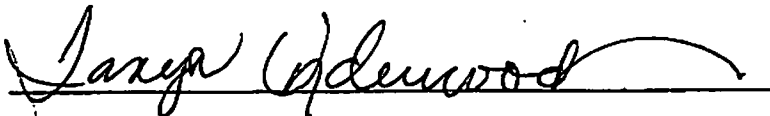
Attachment C:

Signatures of Co-located ARIZONA@WORK Job Center Partners Agreeing to Share Infrastructure Costs

By signing below, all parties agree to the revised MOU and the terms prescribed in the Infrastructure Funding Agreement

(Co-located Partner Entity)

Partner 3:



Tanya Underwood, Voc Rehab Unit Supervisor

Date: 9-28-2017

Attachment D:

Signatures of Non-Co-located ARIZONA@WORK Job Center Partners Agreeing to Negotiate the Sharing of Infrastructure Costs as When Sufficient Data Are Available to Determine Relative Benefit and Proportionate Share

By signing below, all parties agree that when data are available to determine the benefit of ARIZONA@WORK Job Centers to non-co-located ARIZONA@WORK Job Center partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions.

(Non-Co-located Partner Entity)

Sheryl Hart, Deputy Associate Superintendent

Date: _____

Attachment D:

Signatures of Non-Co-located ARIZONA@WORK Job Center Partners Agreeing to Negotiate the Sharing of Infrastructure Costs as When Sufficient Data Are Available to Determine Relative Benefit and Proportionate Share

By signing below, all parties agree that when data are available to determine the benefit of ARIZONA@WORK Job Centers to non-co-located ARIZONA@WORK Job Center partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions.

(Non-Co-located Partner Entity)

Marilyn Gardner


Date: _____

Attachment D:

Signatures of Non-Co-located ARIZONA@WORK Job Center Partners Agreeing to Negotiate the Sharing of Infrastructure Costs as When Sufficient Data Are Available to Determine Relative Benefit and Proportionate Share

By signing below, all parties agree that when data are available to determine the benefit of ARIZONA@WORK Job Centers to non-co-located ARIZONA@WORK Job Center partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions.

(Non-Co-located Partner Entity)



Darrell Reagan, Mature Worker Program Coordinator

Date: October 3, 2017

Attachment D:

Signatures of Non-Co-located ARIZONA@WORK Job Center Partners Agreeing to Negotiate the Sharing of Infrastructure Costs as When Sufficient Data Are Available to Determine Relative Benefit and Proportionate Share

By signing below, all parties agree that when data are available to determine the benefit of ARIZONA@WORK Job Centers to non-co-located ARIZONA@WORK Job Center partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions.

(Non-Co-located Partner Entity)

Chevera Trillo, Workforce Development Administrator

Date: _____

Attachment E1: Career Services Applicable to Each ARIZONA@WORK System Partner							
Basic Career Services	T-I Adult	T-I DW	T-I Youth	T-II AEL	T-III WP	T-IV VR	TANF
T-I Program Eligibility	✓	✓	✓		✓		
Outreach, Intake, Orient	✓	✓		✓	✓	✓	
Initial Assessment	✓	✓		✓	✓	✓	✓
Labor Exch/Job Search	✓	✓			✓	✓	✓
Referrals to Partners	✓	✓		✓	✓	✓	✓
LMI	✓	✓			✓	✓	✓
Performance/Cost Info	✓	✓			✓		
Support Service Info	✓	✓			✓	✓	✓
UI Info/Assistance	✓	✓			✓		
Financial Aid Info	✓	✓		✓	✓	✓	✓
Basic Career Services	Tech Ed	SCSEP	Job Corps	Native Am	MSF	YouthBuild	TAA
T-I Program Eligibility							
Outreach, Intake, Orient					✓		✓
Initial Assessment							✓
Labor Exch/Job Search					✓		✓
Referrals to Partners					✓		✓
LMI							✓
Performance/Cost Info							
Support Service Info					✓		✓
UI Info/Assistance					✓		✓
Financial Aid Info							✓

ARIZONA@WORK Infrastructure Funding Agreement Templates and Instructions (Second Draft: 5/29/17)

Basic Career Services	Comm Act	Housing	UI	Native Am	Other Part	Other Part	Other Part
T-I Program Eligibility							
Outreach, Intake, Orient							
Initial Assessment							
Labor Exch/Job Search							
Referrals to Partners							
LMI							
Performance/Cost Info							
Support Service Info							
UI Info/Assistance			✓				
Financial Aid Info							

Individ Career Services	T-I Adult	T-I DW	T-I Youth	T-II AEL	T-III WP	T-IV VR	TANF
Comp Assessment	✓	✓					
Employment Plan	✓	✓					✓
Career Plan/Counsel	✓	✓					✓
Short-Term Prevoc	✓	✓					
Internships/Wk Exper	✓	✓					✓
Out-of-Area Job Search	✓	✓					
Financial Literacy	✓	✓					✓
ELA/Integ Education	✓	✓		✓			
Workforce Preparation	✓	✓		✓			✓

ARIZONA@WORK Infrastructure Funding Agreement Templates and Instructions (Second Draft: 5/29/17)

Individ Career Services	Tech Ed	SCSEP	Job Corps	Native Am	MSF	YouthBuild	TAA
Comp Assessment					✓		✓
Employment Plan							✓
Career Plan/Counsel							✓
Short-Term Prevoc							
Internships/Wk Exper							
Out-of-Area Job Search							
Financial Literacy							✓
ELA/Integ Education							
Workforce Preparation							✓
Individ Career Services	Comm Act	Housing	UI	Native Am	Other Part	Other Part	Other Part
Comp Assessment						✓	
IEP						✓	
Career Plan/Counsel						✓	
Short-Term Prevoc						✓	
Internships/Wk Exper						✓	
Out-of-Area Job Search							
Financial Literacy							
ELA/Integ Education							
Workforce Preparation							

Attachment E2: Consolidated System Budget for the Delivery of Applicable Career Services							
<p><i>The "Consolidated System Budget for the Delivery of Applicable Career Services" is the total actual or reasonably estimated amount of funds budgeted by the required ARIZONA@WORK Job Center partners for the delivery of the career services (that are applicable to their programs) and made available through the ARIZONA@WORK one-stop delivery system. This budget includes all costs, including personnel, related to the administration and delivery of these services.</i></p>							
Applic Career Services	T-I Adult	T-I DW	T-I Youth	T-II AEL	T-III WP	T-IV VR	TANF
Basic Career Services: T-I Eligib/Initial Assess Outreach, Intake, Orient Labor Exch/Job Search Referrals/LMI Support Service Info UI Info/Fin Aid Info	\$ 94,220.97	\$ 94,220.97	\$ 78,963.67	\$ 10,789	\$ 244,418.15	N/A	N/A
Applic Career Services	Tech Ed	T-V OAA	Job Corps	Native Am	MSF	YouthBuil d	TAA
Basic Career Services: T-I Eligib/Initial Assess Outreach, Intake, Orient Labor Exch/Job Search Referrals/LMI Support Service Info UI Info/Fin Aid Info	Requested 8/4 and 9/11	\$ 63,464	\$0	N/A	Included in W/P	N/A	\$ 422

ARIZONA@WORK Infrastructure Funding Agreement Templates and Instructions (Second Draft: 5/29/17)

Applic Career Services	Comm Act	Housing	UI	Native Am	Vets	Other Part	Other Part
Basic Career Services: T-I Eligib/Initial Assess Outreach, Intake, Orient Labor Exch/Job Search Referrals/LMI Support Service Info UI Info/Fin Aid Info	N/A	\$ 7,124	Included with W/P	N/A	\$ 46,899.15	N/A	N/A

Applic Career Services	T-I Adult	T-I DW	T-I Youth	T-II AEL	T-III WP	T-IV VR	TANF
Indiv Career Services: Comp Assessment/IEP Career Plan/Counsel Short-Term Prevoc Internship/Wk Exper Financial Literacy IET/ELA/WF Prep	\$ 257,141.07	\$ 52,593.52	\$ 346,456.97	\$ 33,934.00	\$282,080.15	\$ 158,795.89	N/A

ARIZONA@WORK Infrastructure Funding Agreement Templates and Instructions (Second Draft: 5/29/17)

<i>Applic Career Services</i>	Tech Ed	T-V OAA	Job Corps	Native Am	MSF	YouthBuild	TAA
Indiv Career Services: Comp Assessment/IEP Career Plan/Counsel Short-Term Prevoc Internship/Wk Exper Financial Literacy IET/ELA/WF Prep	Requested 8/4 and 9/11	\$ 63,464	\$0	N/A	Included in W/P	N/A	\$422
<i>Applic Career Services</i>	Comm Act	Housing	UI	Native Am	Vets	Other Part	Other Part
Indiv Career Services: Comp Assessment/IEP Career Plan/Counsel Short-Term Prevoc Internship/Wk Exper Financial Literacy IET/ELA/WF Prep	N/A	\$9,567.00	\$10,789.00	N/A	\$131,771.15	N/A	N/A

Attachment F1: Optional ARIZONA@WORK Job Center Partner Agreement to Share Other Costs and Services

Type of Cost to be Shared: GED Instructor and Administrative Staff

Description of the Cost to Be Shared and What it Includes: Partial funding GED Instructor for Kingman Comprehensive Job Center and partial funding for Office Clerk Senior to coordinate completion of Title 2 enrollment paperwork, MCC enrollment, track attendance and administer TABE as required.

ARIZONA@WORK Job Center Partners Agreeing to Share This Cost

The following ARIZONA@WORK Job Center partners have agreed to share these costs:

Title 1
Title 2

The ARIZONA@WORK Job Center partners that agreed to share these costs will benefit by:

Seamless program services to customers
Higher performance outcomes
Significant increase in attainment of GED credential

Shared Cost Budget for (Identify the Type of Cost)		
<i>Line Item</i>	<i>Budget Detail</i>	<i>Cost</i>
GED Instructor	Salary	\$25,000
GED Administrative Staff	Salary/Benefits	\$43,867
Skills Center Infrastructure	IT support/software/computers/GED books/TABE	\$17,780
Total Budget for This Shared Cost		\$ 86,647
Agreed Upon Cost Allocation Methodology to Share This Cost		
<p>Title 2 to pay a set amount for salaries/benefits \$25000</p>		

Proportionate Share for ARIZONA@WORK Job Center Partners Agreeing to Share These Costs				
<i>(Identify the Type of Cost)</i>				
Partners Agreeing	Agreed Methodology	Initial Partner Share	Amount in Cash	Amount in Non-Cash
Partner 1: Title 1		\$61,647.00	\$61,647.00	\$0
Partner 2: Title 2/MCC	Set amount	\$25,000.00	\$25,000.00	\$0
Partner 3:		\$	\$	\$
Partner 4:		\$	\$	\$
Partner 5:		\$	\$	\$
Partner 6:		\$	\$	\$
Total Budget for This Shared Cost		\$86,647.00	\$86,647.00	\$0

Attachment F1: Optional ARIZONA@WORK Job Center Partner Agreement to Share Other Costs and Services

Type of Cost to be Shared: One Stop Operator function

Description of the Cost to Be Shared and What it Includes: Salary and benefits for the One Stop Operator

ARIZONA@WORK Job Center Partners Agreeing to Share This Cost

The following ARIZONA@WORK Job Center partners have agreed to share these costs:

Title 1
Title 3
Title 4

The ARIZONA@WORK Job Center partners that agreed to share these costs will benefit by:

Seamless program services to customers
Higher performance outcomes
Co-case management to avoid duplication of services

Shared Cost Budget for (Identify the Type of Cost)		
<i>Line Item</i>	<i>Budget Detail</i>	<i>Cost</i>
One Stop Operator	Salary/Benefits	\$66,000.01
Total Budget for This Shared Cost		\$ 66,000.01
Agreed Upon Cost Allocation Methodology to Share This Cost		
Title 1 to pay 50% -- \$32,000.01 Title 3 to pay 25% -- \$16,500 Title 4 to pay 25%-- \$16,500		

Proportionate Share for ARIZONA@WORK Job Center Partners Agreeing to Share These Costs				
<i>(Identify the Type of Cost)</i>				
Partners Agreeing	Agreed Methodology	Initial Partner Share	Amount in Cash	Amount in Non-Cash
Partner 1: Title 1	50%	\$32,000.01	\$31,000.01	\$0
Partner 2: Title 3	25%	\$16,500.00	\$16,500.00	\$0
Partner 3: Title 4	25%	\$16,500.00	\$16,500.00	\$0
Partner 4:		\$	\$	\$
Partner 5:		\$	\$	\$
Partner 6:		\$	\$	\$
Total Budget for This Shared Cost		\$66,000.01	\$66,000.01	\$0

ARIZONA@WORK Infrastructure Funding Agreement Templates and Instructions (Second Draft: 5/29/17)

Attachment F2: Signature of ARIZONA@WORK Job Center Partners Agreeing to Share Identified Operating Costs/Shared Services

Signature Page for Partners Agreeing to Share *(GED Instructor & Admin staff)*

By signing below, these parties agree to the terms prescribed in the sharing of other costs.

Partner 1:

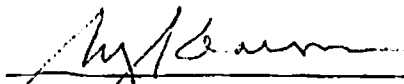


Dave Wolf, Workforce Area Director

Date:

10/10/17

Partner 2:



Michael Kearns, President Mohave Community College

Date:


10/10/2017

Attachment F2: Signature of ARIZONA@WORK Job Center Partners Agreeing to Share Identified Operating Costs/Shared Services

Signature Page for Partners Agreeing to Share (One Stop Operator Salary & Benefits)

By signing below, these parties agree to the terms prescribed in the sharing of other costs.

Partner 1:



Dave Wolf, Workforce Area Director


Date: September 26, 2017

Partner 3:

Tanya Underwood, Voc Rehab Unit Supervisor

Date: September 26, 2017

Partner 2:



Kenda Robinson, Workforce Region Manager

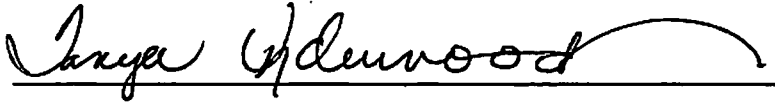
Date: September 26, 2017

Attachment F2: Signature of ARIZONA@WORK Job Center Partners Agreeing to Share Identified Operating Costs/Shared Services

Signature Page for Partners Agreeing to Share *(One Stop Operator Salary & Benefits)*

By signing below, these parties agree to the terms prescribed in the sharing of other costs.

Partner 3:



Tanya Underwood, Voc Rehab Unit Supervisor

Date: 9-28-2017

VI.

Discussion and Possible Action:

Approval of Expenditure Report for FY2017 and
Approval of Budget for FY2018

	Adult-Adm	Youth -Adm	DW-Adm
Budget for FY2017	(107,080.00)	(99,634.00)	(66,095.65)
Salary	35,068.68	33,649.27	20,918.31
Benefits	10,176.73	8,325.30	5,710.91
Audit Cost	503.22	503.22	503.22
Internal Services	1,764.52	1,712.59	1,266.39
Office Supplies	754.69	855.93	446.14
La Paz	10,831.00	4,703.00	0.00
Expensed as of 06/30/2017	59,098.84	49,749.31	28,844.97
Carry over for FY18	(47,981.16)	(49,884.69)	(37,250.68)

	Adult	Youth	DW	RR
Budget for FY2017	(981,207.03)	(1,231,458.35)	(726,804.03)	(138,989.00)
Salary	128,609.64	227,068.14	125,211.34	5,003.11
Benefits	52,492.73	100,624.92	46,093.00	280.00
Equipment	0.00	8,875.86	16,046.18	8,533.18
Advertising	0.00	0.00	0.00	330.94
Audit Cost	1,174.17	1,174.18	1,174.18	
Internal Services	18,157.16	32,025.03	19,377.58	3,729.45
Office Supplies	7,958.34	13,662.57	10,713.90	0.00
La Paz	84,155.00	84,746.00	15,609.00	0.00
Contract Training	0.00	0.00	0.00	19,975.00
Individual Training Agreements	88,672.34	0.00	33,222.67	0.00
Support Basic Ed	3,270.00	3,102.00	0.00	0.00
Work Experience	53,942.96	122,104.71	16,657.75	0.00
Other Outside Services	2,413.75	42,456.93	1,409.19	0.00
Support Day Care/Needs Related Payments	7,924.30	2,122.00	6,240.00	0.00
Support Transportation	21,060.12	13,970.93	4,207.78	0.00
Support Medical	2,782.58	1,554.00	719.00	0.00
Support Housing	13,445.20	3,215.00	3,611.68	0.00
Support Supplies	27,151.49	42,551.26	4,592.82	43,529.32
Expensed as of 06/30/2017	513,209.78	699,253.53	304,886.07	81,381.00
Carry over for FY18	(467,997.25)	(532,204.82)	(421,917.96)	(57,608.00)

Mohave / La Paz Local Workforce Development Area PY17/FY18 Estimation of Allocations

Program	Current Allocations PY16/FY17	Pending Allocations PY17/FY18	Increase / (Decrease)
Adult	653,398	725,651	72,253
Youth	657,155	715,957	58,802
Dislocated Worker	480,068	440,015	(40,053)
Rapid Response	57,608	52,802	(4,806)
Total	1,848,229	1,934,425	86,196

	Adult-Adm	Youth -Adm	DW-Adm
Budget for FY2018	(120,547.26)	(121,480.69)	(81,251.68)
Salary	4,896.15	4,876.88	4,885.69
Benefits	1,338.29	1,332.15	1,336.17
Audit Cost	0.00	0.00	0.00
Internal Services	1,701.38	815.71	1,700.55
Office Supplies	49.86	130.41	49.80
La Paz	0.00	0.00	0.00
Expensed as of 09/23/17	7,985.68	7,155.15	7,972.21
Projected Expenditures 06/30/2018	77,418.50	92,866.35	52,663.26
Projected Carryover FY2019	(35,143.08)	(21,459.19)	(20,616.21)

	Adult	Youth	DW	RR
Budget for FY2018	(1,121,082.25)	(1,176,564.82)	(817,931.96)	(110,410.00)
Salary	26,511.16	39,701.71	16,817.56	0.00
Benefits	6,225.49	17,323.30	5,373.22	0.00
Equipment	0.00	0.00	0.00	0.00
Advertising	0.00	0.00	0.00	0.00
Audit Cost	0.00	0.00	0.00	0.00
Internal Services	5,773.61	8,213.10	6,000.55	0.00
Office Supplies	706.22	1,916.37	1,216.87	0.00
La Paz	0.00	0.00	0.00	0.00
Contract Training	0.00	0.00	0.00	0.00
Individual Training Agreements	27,280.56	0.00	4,781.63	0.00
Support Basic Ed	129.00	1,471.00	0.00	0.00
Work Experience	12,300.75	38,619.15	12,191.25	0.00
On The Job Training (OJT)	2,496.00	0.00	0.00	
Other Outside Services	0.00	4,275.00	153.34	0.00
Support Day Care/Needs Related Payments	574.00	4,800.00	468.00	0.00
Support Transportation	2,872.93	1,141.33	1,268.22	0.00
Support Medical	27.00	950.30	0.00	0.00
Support Housing	1,700.00	1,465.13	974.89	0.00
Support Supplies	2,725.09	13,523.36	441.77	
Expensed as of 09/23/17	89,321.81	133,399.75	49,687.30	0.00
Projected Expenditures 06/30/2018	705,126.94	688,058.25	570,543.34	84,009.00
Projected Carryover FY2019	(326,633.50)	(355,106.82)	(768,244.66)	(26,401.00)

Staff to the Workforce Development Board FY2018	
40195 - SALARY ALLOCATE	92,075
40295 - BENEFIT ALLOCAT	26,657
Total Salaries and Benefits	118,732
41100 - OFFICE SUPPLIES	1,000
Total Supplies	1,000
43120 - DATA PROCESSING SERVICES	1,523
43209 - TELEPHONE	1,200
43215 - TELEPHONE COMPUTER DATA	176
43230 - POSTAGE	200
43310 - TRAVEL EXPENSES	400
43320 - MOTOR POOL CHARGES	1,000
43410 - LEGAL NOTICES	100
43530 - COPIER CONTRACT	150
43810 - LEASE COMPUTER (IT ONLY)	842
47990 - MISCELLANEOUS OTHER	50
Total Other Services and Charges	5,641
Total Expenditures	125,373

	Staff to the WDB Board					
	Program Supervisor 100 %	Administrative Supervisor 8%	Accounting Specialist 49%	Office Specialist 30%		
Sal	59862	4561	18916	8736		92075
Ben	12231	1634	8274	4517		26657
Phone	600	48	294	180		1122
Data Usage	813	65	399	244		1521
Fiber	94	8	46	28		176
Computer Lease	450	36	221	135		842
Total Budget						122392

	In-Kind
CSD Director	100%
Administrative Supervisor	10%

VII.

Discussion and Possible Action:

Approval of One Stop Job Center(s) Certification

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Name of Site Assessed: Bullhead Comprehensive Job Center

Location Address: 2601 South Highway 95 Bullhead City, AZ

Circle One: Comprehensive Site Affiliate Site Specialized Site

Dates of Assessment: _____

My signature below certifies that I completed the assessment as documented on the attached pages:

Assessment Team:

<u>MARY DIXON</u> Printed Name	<u>Mary Dixon</u> Signature When Complete
<u>Rocky Vecera</u> Printed Name	<u>Rocky Vecera</u> Signature When Complete
<u>Tommy Taylor</u> Printed Name	<u>Tommy Taylor</u> Signature When Complete

Instructions: Complete one Part I assessment for each ARIZONA@WORK Job Center location based on the type of site according to the following chart:

Section	Topic	Comprehensive Site	Affiliate or Specialized
1	Physical Accessibility	Yes	Yes
2 (A, B, C)	Programmatic Accessibility	Yes	Yes
3 (A, B, C)	Career Services	Yes	No
4 (A, B)	Business Services	Yes	No
5	Employment & Training	Yes	No
6	Additional Youth Measures	Yes	No
7 (A, B)	Continuous Improvement	Yes – 7A only	Yes – 7A only
8	Affiliate or Specialized Site	No	Yes

For each assessment criterion, the evaluation team records whether the criterion is present (yes) or not present (no) at the evaluation site. This is not intended to be an in-depth analysis of the quality of services offered or to replace the in-depth monitoring performed by the Department of Economic Security.

In the column labeled Supporting Data Source(s), the evaluation team lists the data source(s) that supports whether the criterion is present or not present. Examples of data sources include evaluator direct observation, results from the customer satisfaction survey, interviews or focus groups with staff who directly provide services, interviews or focus groups with job seeker or employer customers, and written documentation such as data reports, written policies and procedures etc. Written documentation should supplement, but not replace on-site visits/interviews by the assessment team.

At the completion of the assessment, identify all required measures that were not present at the ARIZONA@WORK Job Center site. The LWDB must work with each ARIZONA@WORK Job Center and the One Stop Operator to create a corrective action plan to bring the ARIZONA@WORK Job Center into full compliance with all required measures before the ARIZONA@WORK Job Center can be certified.

ARIZONA@WORK Job Center Certification Assessment Tool
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Section One: Physical Accessibility

Section one must be completed for comprehensive, affiliate and specialized sites.

1. Physical accessibility is extent to which facilities are designed, constructed, or altered so they are accessible and usable to individuals with disabilities. This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Is convenient for customers (including those with barriers to employment).	✓		Visual survey and staff interview
2. Is accessible by public transportation (where available).	✓		Visual survey and staff interview
3. Has adequate parking.	✓		Visual survey and staff interview
4. Can be entered by ramps that meet ADA standards. (ADA = Americans with Disabilities Act)	✓		Visual survey and staff interview
5. Has external signage clearly identifies the location as an ARIZONA@WORK site.	✓		Visual survey and staff interview
6. Is easy for customers to access services, resources, and staff assistance.	✓		Visual survey and staff interview
7. Has internal signage to help customers easily navigate the center.	✓		Visual survey and staff interview
8. Has adequate space available for customer reception, workshops, on-site employer recruitment events, visiting partners, and Center staff.	✓		Visual survey and staff interview
9. Has adjustable workstations for customers with disabilities.		✓	Visual survey and staff interview
10. Has accessible bathrooms and other internal spaces consistent with ADA standards.	✓		Visual survey and staff interview
11. Has adequate safety and security precautions to protect customers and staff.	✓		Visual survey and staff interview
12. Has emergency evacuation procedures including for the needs of individuals with disabilities.	✓		Visual survey and staff interview

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Section Two: Programmatic Accessibility

Section 2A and 2B must be completed for comprehensive, affiliate and specialized sites.

2A. Programmatic Accessibility: Customers must have access to these programs, services, and activities during regular business days at an ARIZONA@WORK Job Center. This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Makes reasonable accommodations for people with disabilities. (678.800, 29 CFR part 38)	✓		Visual survey and staff interview
2. Modifies policies, practices, and procedures when needed to avoid discrimination against people with disabilities. (678.800, 29 CFR part 38)	✓		Staff interview
3. Administers programs in the most integrated setting appropriate. (678.800, 29 CFR part 38)	✓		Staff interview
4. Communicates with people with disabilities as effectively as with others. (678.800, 29 CFR part 38)	✓		Staff interview
5. Provides appropriate auxiliary aids and services, including assistive technology devices and services, for people with disabilities to participate in programs and activities. (678.800, 29 CFR part 38)	✓		Visual survey and staff interview
6. Ensures that people with disabilities can access virtual services in a way comparable to access for others.	✓		Staff interview
7. Has at least one Title I staff person physically present. (678.305) (Does not apply to affiliate and specialized sites.)	✓		Staff interview
8. Provides customers with access to programs, services, and activities during regular business hours. (678.305 c)	✓		Staff interview
9. Provides customers with access to programs, services, and activities during hours & days beyond regular business hours based on an evaluation of need by the LWDB. (678.800)	✓		Staff interview

2B. Programmatic Access to each partner program and its services is met thru which of the following means:				
How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
(P1) A program staff member is physically present at the site. (678.305 d)				
(P2) A staff member from a different partner program is physically present and appropriately cross-trained to provide information to customers about the partner program. (678.305 d)				

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2B. Programmatic Access to each partner program and its services is met thru which of the following means:				
How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
(P3) Use a direct linkage by phone or through <u>real-time</u> Web-based communication to a program staff member who provides meaningful information or services to customers within a reasonable time. Solely providing a phone number, Web site, or information, pamphlets, or materials is <u>not</u> a direct linkage. (678.305 d)				
1. Programs authorized under title I of WIOA, including:				
a. Adults;	✓			Staff interview
b. Dislocated workers;	✓			Staff interview
c. Youth;	✓			Staff interview
d. Job Corps;			✓	Staff interview
e. YouthBuild;				N/A
f. Native American programs;				N/A
g. Migrant Seasonal Farm Worker program;			✓	Staff interview
2. Wagner-Peyser Act Employment Service	✓			Staff interview
3. Adult Education and Family Literacy program (Title II, WIOA);		✓	✓	Staff interview
4. Vocational Rehabilitation program (WIOA Title IV)	✓			Staff interview
5. Senior Community Service Employment Program for low-income, unemployed seniors.			✓	Staff interview
6. Career and technical education programs at the postsecondary level.			✓	Staff interview
7. Trade Adjustment Assistance activities.			✓	Staff interview
8. Disabled Veteran Outreach Program & Local Veteran Employment Representatives (DVOP & LVER).	✓			Staff interview
9. Employment and training through Community Action Programs; (Community Services Block Grant).				N/A
10. Employment and training activities funded by US Housing and Urban Development.			✓	Staff interview
11. Programs authorized under State unemployment compensation laws.	✓			Staff interview

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2B. Programmatic Access to each partner program and its services is met thru which of the following means:				
How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
12. Criminal Justice Re-entry programs. (Second Chance Act of 2007 - 42 U.S.C. 17532)				N/A

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Part Three: Basic, Individualized, and Follow Up Career Services

Section 3A, 3B, and 3C must be completed for all comprehensive sites.

3A. Basic career services <u>must</u> be made available and, at a minimum, <u>must</u> include the following services (See TEGL 19-16 for additional guidance). This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Has a process for determining eligibility to receive assistance from the adult, dislocated worker, or youth programs; (678.430 a.1)	✓		Staff interview
2. Has outreach, intake (including worker assessment), and orientation to information and other services available through the workforce delivery system. (678.430 a.2)	✓		Staff interview
3. Provides initial assessment of skill levels. This includes literacy, numeracy, and English language proficiency, aptitudes, abilities (including skills gaps), and supportive service needs. (678.430 a.3)	✓		Staff interview
4i. Provides labor exchange services, including job search and placement assistance. (678.430 a.4)	✓		Staff interview
a. Provides career counseling, including information on in-demand industry sectors and occupations, when needed. (Sec. 3(23) of WIOA) (678.430 a.4)	✓		Staff interview
b. Provides information on nontraditional employment. (678.430 a.4) Non-traditional employment is defined as employment where more than 75 percent of the workforce is of the opposite gender--or conversely where less than 25 percent of the workforce is the same gender.	✓		Staff interview
4ii. Provides appropriate recruitment and other business services on behalf of employers. (678.430 a.4) This includes information and referrals to specialized business services other than those traditionally offered through the workforce delivery system.	✓		Staff interview
5. Provides referrals to and coordination of activities with other workforce development programs and services. (678.430 a.5)	✓		Staff interview

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3A. Basic career services <u>must</u> be made available and, at a minimum, <u>must</u> include the following services (See TEGL 19-16 for additional guidance). This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
6. Provides workforce and labor market employment statistics information for the local, regional, and national labor market areas, including: (678.430 a.6)	✓		Staff interview
a. Job vacancy listings in labor market areas; (678.430 a.6)	✓		Staff interview
b. Information on job skills necessary to obtain the vacant jobs listed; (678.430 a.6)	✓		Staff interview
c. Information on local in-demand occupations and the earnings, skill requirements, and opportunities for advancement in those jobs; (678.430 a.6)	✓		Staff interview
7. Provides performance and program cost information on eligible providers of education, training, and workforce services by program and type of provider. (678.430 a.7)	✓		Staff interview
8. Provides information on how the local area is performing on local performance accountability measures, and other performance information relating to the workforce system. Must be in usable and understandable formats and languages. (678.430 a.8)	✓		Staff interview
9. Provides information and appropriate referrals to supportive services or assistance. Must be in usable and understandable formats and languages. (678.430 a.9) Services include: Child care; Child support; Medical or child health assistance through AHCCCS & Children’s Health Insurance Program; Supplemental Nutrition Asst. Program (SNAP); Earned income tax credit; TANF & other supportive services & transportation provided through that program;	✓		Staff interview
10. Provides information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. (678.430 a.10)	✓		Staff interview
Complies with meaningful assistance requirement above by: (678.430 a.10)	✓		Staff interview

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3A. Basic career services <u>must</u> be made available and, at a minimum, <u>must</u> include the following services (See TEGL 19-16 for additional guidance). This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
<p>a. On-site assistance using staff well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or</p> <p>b. Assistance by phone or other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.</p>			
<p>11. Provides assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA (i.e. Pell grants, GI bill etc.). (678.430 a.11)</p>	✓		Staff interview

3B. Individualized career services <u>must</u> be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following: (See TEGL 19-16 for additional guidance). This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
<p>1. Administers comprehensive and specialized assessment of skill levels and activity/service needs. (678.431 b.1)</p> <p>Includes diagnostic testing or other assessment tools, in-depth interviewing, and evaluation to identify employment barriers and appropriate employment goals.</p>	✓		Staff interview
<p>2. Develops an individual employment plan (IEP).</p> <p>IEP identifies employment goals, achievement objectives, and combination of services for the participant to achieve his or her goals, including the list of eligible training providers. (678.430 b.2)</p>	✓		Staff interview
<p>3. Provides group counseling.</p> <p>Includes vocational, financial, and personal counseling, including mental health, drug, and alcohol counseling, and referrals to partner programs, offered in a group setting. (678.430 b.3)</p>	✓		Staff interview

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3B. Individualized career services <u>must</u> be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following: (See TEGL 19-16 for additional guidance). This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
<p>4. Provides individual counseling. (678.430 b.4)</p> <p>Includes vocational, financial, and personal counseling, including mental health, drug, and alcohol counseling, and referrals to partner programs, offered in an individual setting.</p>	✓		Staff interview
<p>5. Provides career planning. (678.430 b.5)</p> <p>Career planning means services designed to prepare and coordinate comprehensive employment plans, and provide job, education, and career counseling both during program participation and after job placement.</p>	✓		Staff interview
<p>6. Provides short-term pre-vocational services. (678.430 b.6)</p> <p>Short-term development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.</p>	✓		Staff interview
<p>7. Provides internships and work experiences that are linked to careers as described in individual employment plans. (678.430 b.7)</p>	✓		Staff interview
<p>8. Provides workforce preparation activities. (678.430 b.8)</p> <p>Means activities, programs, or services to help a participant acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education or training, or employment.</p>	✓		Staff interview
<p>9. Provides financial literacy services. (678.430 b.9)</p> <p>Gain the knowledge, skills, and confidence to make informed financial decisions with strategies such as budgeting, banking, managing spending and credit,</p>	✓		Staff interview

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3B. Individualized career services <u>must</u> be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following: (See TEGL 19-16 for additional guidance). This location: <u>(Answer each item below)</u>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
understanding financial products, and protecting against identity theft (681.500).			
10. Out-of-area job search assistance and relocation assistance. (678.430 b.10) Means conduct a job search in a geographic area outside the individual's labor market area. Means assisting a participant to move to a new residence to accept permanent employment.	✓		Staff interview
11. English language acquisition and integrated education and training programs. (678.430 b.11)	✓		Staff interview
3C. Follow-up services <u>must</u> be provided, as appropriate, including: (See TEGL 19-16 for additional guidance). This location: <u>(Answer each item below)</u>			
1. Provides follow-up services for participants in adult or dislocated worker programs who are placed in unsubsidized employment, for up to 12 months after the first day of employment. (678.430 C and TEGL 19-16) Identify the follow-up services available to participants. One example of a follow-up service is counseling regarding the workplace.	✓		Staff interview

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Section Four: Business Services – Required and Optional

Section 4A and 4B must be completed for all comprehensive sites.

4A. Business Services Required Through ARIZONA@WORK Job Center - Certain career services must be made available to local employers (20 CFR 678.435). This location: (Answer each item below): Answered for the Mohave/La Paz Area by the area-wide representative who works out of the Kingman Comprehensive Job Center.			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Provides labor exchange services including appropriate recruitment and other business services on behalf of employers. This includes information and referrals to specialized business services other than those traditionally offered through the workforce delivery system. (678.435, 678.430 a.4) (Same as 4ii in career services)	✓		Staff interview
2. Provides workforce and labor market employment statistics information for local, regional, and national labor market areas, including: (678.435, 678.430 a.6) (Same as 6 in career services)	✓		Staff interview
a. Job vacancy listings in labor market areas; (678.430 a.6)	✓		Staff interview
b. Information on job skills necessary to obtain the vacant jobs listed; (678.430 a.6)	✓		Staff interview
c. Information on local in-demand occupations and the earnings, skill requirements, and opportunities for advancement in those jobs; (678.430 a.6)	✓		Staff interview
3. Develops relationships and networks with large and small employers and their intermediaries. (678.435)	✓		Staff interview
4. Develops, convenes, or implements industry or sector partnerships for the LWDA. (20 CFR 678.435)	✓		Staff interview

4B. Optional services: Customized business services may be provided to employers, employer associations, or other such organizations (20 CFR 678.435). These services are tailored for specific employers and may include. This location: (Answer each item below):			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Provides customized screening and referral of qualified participants in training services to employers; (678.435)	✓		Staff interview

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4B. Optional services: Customized business services may be provided to employers, employer associations, or other such organizations (20 CFR 678.435). These services are tailored for specific employers and may include. This location: (Answer each item below):

ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
2. Provides customized services to employers, employer associations, or other such organizations, on employment-related issues; (678.435)	✓		Staff interview
3. Provides customized recruitment events and related services for employers including targeted job fairs; (678.435)	✓		Staff interview
4. Human resource consultation services, including but not limited to assistance with: (678.435)			Staff interview
a. Writing/reviewing job descriptions and employee handbooks; (678.435)		✓	
b. Developing performance evaluation and personnel policies; (678.435)		✓	
c. Creating orientation sessions for new workers; (678.435)	✓		
d. Honing job interview techniques for efficiency and compliance; (678.435)	✓		
e. Analyzing employee turnover; (678.435)	✓		
f. Creating job accommodations and using assistive technologies; (678.435)		✓	
g. Explaining labor and employment laws to help employers comply with discrimination, wage/hour, and safety/health regulations; (678.435)	✓		

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Section Five: Employment and Training Activities

Section five must be completed for all comprehensive sites.

5. ARIZONA@WORK Job Center provides access to any employment and training activities defined in 20 CFR 680.200. This list is not all-inclusive. Additional training services may be provided. This location: <u>(Answer each item below)</u>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Offers occupational skills training, including training for nontraditional employment; (680.200)	✓		Staff interview
2. Offers on-the-job training (OJT) (680.200) (see § 680.700, 680.710, 680.720, and 680.730);	✓		Staff interview
3. Offers Incumbent worker training, (680.200) In accordance with WIOA sec. 134(d)(4) and §§ 680.780, 680.790, 680.800, 680.810, and 680.820;	✓		Staff interview
4. Offers programs that combine workplace training with related instruction, which may include cooperative education programs; (680.200)	✓		Staff interview
5. Offers training programs operated by the private sector; (680.200)	✓		Staff interview
6. Offers skills upgrading and retraining; (680.200)	✓		Staff interview
7. Offers entrepreneurial training; (680.200)	✓		Staff interview
8. Offers transitional jobs; (680.200) Means employment that provides a time-limited work experience that is wage-paid and subsidized, and is in the public, private, or non-profit sectors, for those individuals with barriers to employment who are chronically unemployed or who have an inconsistent work history.	✓		Staff interview
9. Offers job readiness training provided in combination with services listed in 1 thru 8; (680.200)	✓		Staff interview
10. Offers adult education and literacy activities, including English Language Acquisition, provided concurrently or in combination with services listed in 1 thru 7. (680.200)	✓		Staff interview
11. Offers customized training conducted with a commitment by one or more employers to employ an	✓		Staff interview

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individual upon successfully completing training. (680.200) Customized training is designed to meet the specific needs of one or more employers and for which the employer(s) pay a significant cost of the training.			
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Section Six: Additional Youth Services Measures

Section six must be completed for all comprehensive sites.

6. Additional youth services measures. (See TEGL 21-16 for program element descriptions.) This location: <u>(Answer each item below)</u>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
4. Has direct access to all 14 youth program elements required in 20 CFR 681.460:			
a. Tutoring, study skills training, instruction, and dropout prevention;	✓		Staff interview
b. Alternative secondary school services or dropout recovery services;	✓		Staff interview
c. Paid and unpaid work experience;	✓		Staff interview
d. Occupational skills training;	✓		Staff interview
e. Education offered concurrently with workforce preparation and training for a specific occupation;	✓		Staff interview
f. Leadership development opportunities;	✓		Staff interview
g. Supportive services;	✓		Staff interview
h. Adult mentoring;	✓		Staff interview
i. Follow-up services;	✓		Staff interview
j. Comprehensive guidance and counseling;	✓		Staff interview
k. Financial literacy education;	✓		Staff interview
l. Entrepreneurial skills training;	✓		Staff interview
m. Services that provide labor market information;	✓		Staff interview

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6. Additional youth services measures. (See TEGL 21-16 for program element descriptions.) This location: (Answer each item below)

ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
n. Postsecondary preparation and transition activities.	✓		Staff interview

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Section Seven: Continuous Improvement Measures

Section 7A must be completed for comprehensive, affiliate and specialized sites. Section 7B must be completed for the local workforce development area.

7A. ARIZONA@WORK Job Center Continuous Improvement Measures. This location: <u>(Answer each item below):</u>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Makes quality referrals to partner programs (as outlined in the MOU) that are likely to convert to service.	✓		Staff interview
2. Keeps track of referrals and reports progress on follow through. A system is in place for partners to follow-through and report progress on referrals made.	✓		Staff interview
3. Captures job seeker feedback through the Arizona job seeker satisfaction survey and uses the data to improve services. (678.800 c) (This measure does not apply in the initial certification year.)	✓		Staff interview
4. Captures employer feedback through the Arizona employer satisfaction survey and uses the data to improve services. (678.800 c) (This measure does not apply in the initial certification year.)		✓	Staff interview

7B. Local Workforce Development Area (LWDA) Continuous Improvement Measures			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. The LWDA meets or exceeds the required negotiated performance measures for each year of the last completed certification period. (678.800 c)	✓		Staff interview
2. The LWDA is on track to meet or exceed the required negotiated performance measures for the current year. (678.800 c)	✓		Staff interview
3. The LWDA successfully implemented the improvement plans created from the assessment using Part II of the ARIZONA@WORK Job Center Certification Assessment Tool. (678.800) (This measure does not apply in the initial certification year.)		✓	Staff interview
4. The LWDB establishes regular business hours for each location in written policy. All sites adhere to the policy. (678.800)	✓		Staff interview
5. The LWDB evaluates the customer need for service hours beyond regular business hours. (678.800 b)	✓		Staff interview

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Identify required criterion that were not met. Use additional pages as needed.

- **Do not offer all listed customized services for employers listed in the assessment tool.**
 - **Writing reviewing job descriptions and employee handbooks**
 - **Developing performance evaluation and personnel policies**
 - **Creating job accommodations and using assistive technologies**

An increased focus has been given toward Business Services in this area. Goodwill has hired a full-time representative and allocated time from their Regional Director of Community Development—North who are tasked with outreach to employers, job development, WEX & OJT development and coordinating an area-wide One Stop System Business Services team.

- **The area will consider offering customized employer services at some point in the future, once the team is in place and functioning effectively.**
- **Do not currently have an employer satisfaction survey but will implement the Arizona employer satisfaction survey when it becomes available or will develop one for the area.**
- **A Quality improvement plan will be created once the Job Center Certification Assessment Part II has been completed by the WDB.**
- **An adjustable workstation, software and accessories will be purchased and put in place before January 1, 2018.**

ARIZONA@WORK Job Center Certification Assessment Tool

Part I – Compliance with WIOA Regulations

Suggestions for Conducting the Part I Certification Assessment

The following process is recommended by the assessment team that tested the Part I certification assessment tool.

1. Request volunteers from the LWDB to serve on the assessment team as soon as possible to give adequate preparation. It is recommended to have the Board members work in pairs with an experienced Board member paired with a Board member who is relatively new to the Board.
2. The LWDB has flexibility in how it assigns assessment teams to conduct the assessment. The assessment can be completed in multiple visits if necessary. Different teams can be used to assess multiple centers.
3. Provide the assessment tool to the site manager for review and request recommendations of center staff that the assessment team should interview. It may take multiple interviews to cover all of the partner programs located at the site being evaluated. It is possible to use administrative staff to serve as a resource, but the assessment must be completed by an assessment team of the LWDB and LWDB staff, if necessary.
4. When conducting interviews, it is helpful to have one assessment team member conduct the interview and one member takes notes on the assessment tool.
5. The assessment tool is structured for yes and no answers. It is helpful for the assessment team to ask follow-up questions such as asking the staff person to say more about whatever topic is being addressed or ask for examples. The additional information obtained from the interviews, even though it does not need to be submitted with the final assessment, can be valuable in the LWDB's strategic planning process and monitoring of the One Stop Operator. LWDB members may want to have a separate copy of the tool to take more detailed notes to use for presentation to the Board and for strategic planning.

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Name of Site Assessed: Lake Havasu DES Center
 Location Address: 228 London Bridge Rd.
 Circle One: Comprehensive Site **Affiliate Site** Specialized Site
 Dates of Assessment: Sept. 19, 2017

My signature below certifies that I completed the assessment as documented on the attached pages:

Assessment Team: MARY DIXON Mary Dixon
Printed Name Signature When Complete
Rocky Vecera Rocky Vecera
Printed Name Signature When Complete
Tommy Taylor Tommy Taylor
Printed Name Signature When Complete

Instructions: Complete one Part I assessment for each ARIZONA@WORK Job Center location based on the type of site according to the following chart:

Section	Topic	Comprehensive Site	Affiliate or Specialized
1	Physical Accessibility	Yes	Yes
2 (A, B, C)	Programmatic Accessibility	Yes	Yes
3 (A, B, C)	Career Services	Yes	No
4 (A, B)	Business Services	Yes	No
5	Employment & Training	Yes	No
6	Additional Youth Measures	Yes	No
7 (A, B)	Continuous Improvement	Yes – 7A only	Yes – 7A only
8	Affiliate or Specialized Site	No	Yes

For each assessment criterion, the evaluation team records whether the criterion is present (yes) or not present (no) at the evaluation site. This is not intended to be an in-depth analysis of the quality of services offered or to replace the in-depth monitoring performed by the Department of Economic Security.

In the column labeled Supporting Data Source(s), the evaluation team lists the data source(s) that supports whether the criterion is present or not present. Examples of data sources include evaluator direct observation, results from the customer satisfaction survey, interviews or focus groups with staff who directly provide services, interviews or focus groups with job seeker or employer customers, and written documentation such as data reports, written policies and procedures etc. Written documentation should supplement, but not replace on-site visits/interviews by the assessment team.

At the completion of the assessment, identify all required measures that were not present at the ARIZONA@WORK Job Center site. The LWDB must work with each ARIZONA@WORK Job Center and the One Stop Operator to create a corrective action plan to bring the ARIZONA@WORK Job Center into full compliance with all required measures before the ARIZONA@WORK Job Center can be certified.

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Section One: Physical Accessibility

Section one must be completed for comprehensive, affiliate and specialized sites.

1. Physical accessibility is extent to which facilities are designed, constructed, or altered so they are accessible and usable to individuals with disabilities. This location: <u>(Answer each item below)</u>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Is convenient for customers (including those with barriers to employment).	✓		Visual survey and staff interview
2. Is accessible by public transportation (where available).		✓	Lake Havasu does not have a public transportation system.
3. Has adequate parking.	✓		Visual survey and staff interview.
4. Can be entered by ramps that meet ADA standards. (ADA = Americans with Disabilities Act)	✓		Visual survey and staff interview
5. Has external signage clearly identifies the location as an ARIZONA@WORK site.	✓		Visual survey and staff interview
6. Is easy for customers to access services, resources, and staff assistance.	✓		Visual survey and staff interview
7. Has internal signage to help customers easily navigate the center.	✓		Visual survey and staff interview
8. Has adequate space available for customer reception, workshops, on-site employer recruitment events, visiting partners, and Center staff.	✓		Visual survey and staff interview
9. Has adjustable workstations for customers with disabilities.		✓	Need to obtain this equipment
10. Has accessible bathrooms and other internal spaces consistent with ADA standards.	✓		Visual survey and staff interview
11. Has adequate safety and security precautions to protect customers and staff.	✓		Staff interview
12. Has emergency evacuation procedures including for the needs of individuals with disabilities.	✓		Staff interview

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Section Two: Programmatic Accessibility

Section 2A and 2B must be completed for comprehensive, affiliate and specialized sites.

2A. Programmatic Accessibility: Customers must have access to these programs, services, and activities during regular business days at an ARIZONA@WORK Job Center. This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Makes reasonable accommodations for people with disabilities. (678.800, 29 CFR part 38)	✓		Staff interview
2. Modifies policies, practices, and procedures when needed to avoid discrimination against people with disabilities. (678.800, 29 CFR part 38)	✓		Staff interview
3. Administers programs in the most integrated setting appropriate. (678.800, 29 CFR part 38)	✓		Staff interview
4. Communicates with people with disabilities as effectively as with others. (678.800, 29 CFR part 38)	✓		Staff interview
5. Provides appropriate auxiliary aids and services, including assistive technology devices and services, for people with disabilities to participate in programs and activities. (678.800, 29 CFR part 38)	✓		Staff interview
6. Ensures that people with disabilities can access virtual services in a way comparable to access for others.	✓		Staff interview
7. Has at least one Title I staff person physically present. (678.305) (Does not apply to affiliate and specialized sites.)			N/A
8. Provides customers with access to programs, services, and activities during regular business hours. (678.305 c)	✓		
9. Provides customers with access to programs, services, and activities during hours & days beyond regular business hours based on an evaluation of need by the LWDB. (678.800)	✓		Staff interview

2B. Programmatic Access to each partner program and its services is met thru which of the following means:				
How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
(P1) A program staff member is physically present at the site. (678.305 d)				
(P2) A staff member from a different partner program is physically present and appropriately cross-trained to provide information to customers about the partner program. (678.305 d)				

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

2B. Programmatic Access to each partner program and its services is met thru which of the following means:				
How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
(P3) Use a direct linkage by phone or through <u>real-time</u> Web-based communication to a program staff member who provides meaningful information or services to customers within a reasonable time. Solely providing a phone number, Web site, or information, pamphlets, or materials is <u>not</u> a direct linkage. (678.305 d)				
1. Programs authorized under title I of WIOA, including:				
a. Adults;		✓		Staff interview
b. Dislocated workers;		✓		Staff interview
c. Youth;		✓		Staff interview
d. Job Corps;		✓		Staff interview
e. YouthBuild;				N/A
f. Native American programs;				N/A
g. Migrant Seasonal Farm Worker program;		✓		Staff interview
2. Wagner-Peyser Act Employment Service	✓			Staff interview
3. Adult Education and Family Literacy program (Title II, WIOA);		✓		Staff interview
4. Vocational Rehabilitation program (WIOA Title IV)	✓			Staff interview
5. Senior Community Service Employment Program for low-income, unemployed seniors.			✓	Staff interview
6. Career and technical education programs at the postsecondary level.			✓	Staff interview
7. Trade Adjustment Assistance activities.			✓	Staff interview
8. Disabled Veteran Outreach Program & Local Veteran Employment Representatives (DVOP & LVER).	✓			Staff interview
9. Employment and training through Community Action Programs; (Community Services Block Grant).				N/A
10. Employment and training activities funded by US Housing and Urban Development.				N/A
11. Programs authorized under State unemployment compensation laws.	✓			Staff interview

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

2B. Programmatic Access to each partner program and its services is met thru which of the following means:				
How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
12. Criminal Justice Re-entry programs. (Second Chance Act of 2007 - 42 U.S.C. 17532)				N/A

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Section Seven: Continuous Improvement Measures

Section 7A must be completed for comprehensive, affiliate and specialized sites. Section 7B must be completed for the local workforce development area.

7A. ARIZONA@WORK Job Center Continuous Improvement Measures. This location: <u>(Answer each item below)</u>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Makes quality referrals to partner programs (as outlined in the MOU) that are likely to convert to service.	✓		Staff interview
2. Keeps track of referrals and reports progress on follow through. A system is in place for partners to follow-through and report progress on referrals made.	✓		Staff interview
3. Captures job seeker feedback through the Arizona job seeker satisfaction survey and uses the data to improve services. (678.800 c) (This measure does not apply in the initial certification year.)	✓		Staff interview
4. Captures employer feedback through the Arizona employer satisfaction survey and uses the data to improve services. (678.800 c) (This measure does not apply in the initial certification year.)	✓		Staff interview

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Section Eight: Requirements Specific to Affiliate and Specialized Centers

Section nine must be completed by all affiliate and specialized sites.

<p>9. (For affiliate and specialized ARIZONA@WORK Job Centers only) Meets all regulatory requirements to be an affiliate and specialized ARIZONA@WORK Job Center (20 CFR 678.310 and 678.320).</p> <p>This affiliate or specialized location: (Answer each item below)</p>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
<p>1. Makes available to job seeker and employer customers one or more of the ARIZONA@WORK Job Center partners' programs. (678.310)</p> <p>Services and activities are offered in a way that supplements and enhances customer access to services. (678.310)</p>	✓		Staff interview
<p>2. Includes other eligible partners if Wagner-Peyser Act employment services are offered in an affiliate site or specialized center. (678.315)</p> <p>An affiliate site or a specialized center must include other programs besides Wagner-Peyser Act employment services, local veterans' employment representatives, disabled veterans' outreach program specialists, and unemployment compensation.</p> <p>If Wagner-Peyser Act employment services and any of these three programs are provided at an affiliated site or specialized center, an additional partner or partners must have a presence of combined staff in the center more than 50% of the time the center is open.</p>	✓		Staff interview
<p>3. Is connected to the comprehensive ARIZONA@WORK Job Center and any appropriate affiliate ARIZONA@WORK Job Centers. (678.320)</p> <p>For example, there are processes in place to make referrals to these centers and the partner programs located in them. (678.320)</p>	✓		Staff interview

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Identify required criterion that were not met. Use additional pages as needed.

- **Lake Havasu currently has no public transportation system.**
- **An adjustable workstation is needed with accessibility software/equipment**

ARIZONA@WORK Job Center Certification Assessment Tool

Part I – Compliance with WIOA Regulations

Suggestions for Conducting the Part I Certification Assessment

The following process is recommended by the assessment team that tested the Part I certification assessment tool.

1. Request volunteers from the LWDB to serve on the assessment team as soon as possible to give adequate preparation. It is recommended to have the Board members work in pairs with an experienced Board member paired with a Board member who is relatively new to the Board.
2. The LWDB has flexibility in how it assigns assessment teams to conduct the assessment. The assessment can be completed in multiple visits if necessary. Different teams can be used to assess multiple centers.
3. Provide the assessment tool to the site manager for review and request recommendations of center staff that the assessment team should interview. It may take multiple interviews to cover all of the partner programs located at the site being evaluated. It is possible to use administrative staff to serve as a resource, but the assessment must be completed by an assessment team of the LWDB and LWDB staff, if necessary.
4. When conducting interviews, it is helpful to have one assessment team member conduct the interview and one member takes notes on the assessment tool.
5. The assessment tool is structured for yes and no answers. It is helpful for the assessment team to ask follow-up questions such as asking the staff person to say more about whatever topic is being addressed or ask for examples. The additional information obtained from the interviews, even though it does not need to be submitted with the final assessment, can be valuable in the LWDB's strategic planning process and monitoring of the One Stop Operator. LWDB members may want to have a separate copy of the tool to take more detailed notes to use for presentation to the Board and for strategic planning.

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Name of Site Assessed: Kingman Affiliate (DES office)

Location Address: 301 Pine St.

Circle One: Comprehensive Site Affiliate Site Specialized Site

Dates of Assessment: Sept. 19, 2017

My signature below certifies that I completed the assessment as documented on the attached pages:

Assessment Team:

<p><u>Rocky Vecera</u> Printed Name</p> <p><u>Tommy Taylor</u> Printed Name</p> <p><u>MARY DIXON</u> Printed Name</p>	<p><u>[Signature]</u> Signature When Complete</p> <p><u>[Signature]</u> Signature When Complete</p> <p><u>[Signature]</u> Signature When Complete</p>
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Instructions: Complete one Part I assessment for each ARIZONA@WORK Job Center location based on the type of site according to the following chart:

Section	Topic	Comprehensive Site	Affiliate or Specialized
1	Physical Accessibility	Yes	Yes
2 (A, B, C)	Programmatic Accessibility	Yes	Yes
3 (A, B, C)	Career Services	Yes	No
4 (A, B)	Business Services	Yes	No
5	Employment & Training	Yes	No
6	Additional Youth Measures	Yes	No
7 (A, B)	Continuous Improvement	Yes – 7A only	Yes – 7A only
8	Affiliate or Specialized Site	No	Yes

For each assessment criterion, the evaluation team records whether the criterion is present (yes) or not present (no) at the evaluation site. This is not intended to be an in-depth analysis of the quality of services offered or to replace the in-depth monitoring performed by the Department of Economic Security.

In the column labeled Supporting Data Source(s), the evaluation team lists the data source(s) that supports whether the criterion is present or not present. Examples of data sources include evaluator direct observation, results from the customer satisfaction survey, interviews or focus groups with staff who directly provide services, interviews or focus groups with job seeker or employer customers, and written documentation such as data reports, written policies and procedures etc. Written documentation should supplement, but not replace on-site visits/interviews by the assessment team.

At the completion of the assessment, identify all required measures that were not present at the ARIZONA@WORK Job Center site. The LWDB must work with each ARIZONA@WORK Job Center and the One Stop Operator to create a corrective action plan to bring the ARIZONA@WORK Job Center into full compliance with all required measures before the ARIZONA@WORK Job Center can be certified.

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Section One: Physical Accessibility

Section one must be completed for comprehensive, affiliate and specialized sites.

1. Physical accessibility is extent to which facilities are designed, constructed, or altered so they are accessible and usable to individuals with disabilities. This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Is convenient for customers (including those with barriers to employment).	✓		Visual survey and staff interview
2. Is accessible by public transportation (where available).	✓		Visual survey and staff interview
3. Has adequate parking.		✓	Visual survey and staff interview. Parking is quite limited.
4. Can be entered by ramps that meet ADA standards. (ADA = Americans with Disabilities Act)	✓		Visual survey and staff interview
5. Has external signage clearly identifies the location as an ARIZONA@WORK site.	✓		Visual survey and staff interview
6. Is easy for customers to access services, resources, and staff assistance.	✓		Visual survey and staff interview
7. Has internal signage to help customers easily navigate the center.		✓	Difficult to discern how to get to Job Center. Needs an A-Frame sign with an arrow.
8. Has adequate space available for customer reception, workshops, on-site employer recruitment events, visiting partners, and Center staff.	✓		Visual survey and staff interview
9. Has adjustable workstations for customers with disabilities.		✓	Need to obtain this equipment
10. Has accessible bathrooms and other internal spaces consistent with ADA standards.	✓		Visual survey and staff interview
11. Has adequate safety and security precautions to protect customers and staff.	✓		Staff interview
12. Has emergency evacuation procedures including for the needs of individuals with disabilities.	✓		Staff interview

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Section Two: Programmatic Accessibility

Section 2A and 2B must be completed for comprehensive, affiliate and specialized sites.

2A. Programmatic Accessibility: Customers must have access to these programs, services, and activities during regular business days at an ARIZONA@WORK Job Center. This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Makes reasonable accommodations for people with disabilities. (678.800, 29 CFR part 38)	✓		Staff interview
2. Modifies policies, practices, and procedures when needed to avoid discrimination against people with disabilities. (678.800, 29 CFR part 38)	✓		Staff interview
3. Administers programs in the most integrated setting appropriate. (678.800, 29 CFR part 38)	✓		Staff interview
4. Communicates with people with disabilities as effectively as with others. (678.800, 29 CFR part 38)	✓		Staff interview
5. Provides appropriate auxiliary aids and services, including assistive technology devices and services, for people with disabilities to participate in programs and activities. (678.800, 29 CFR part 38)	✓		Staff interview
6. Ensures that people with disabilities can access virtual services in a way comparable to access for others.	✓		Staff interview
7. Has at least one Title I staff person physically present. (678.305) (Does not apply to affiliate and specialized sites.)			N/A
8. Provides customers with access to programs, services, and activities during regular business hours. (678.305 c)	✓		
9. Provides customers with access to programs, services, and activities during hours & days beyond regular business hours based on an evaluation of need by the LWDB. (678.800)	✓		Staff interview

2B. Programmatic Access to each partner program and its services is met thru which of the following means:				
How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
(P1) A program staff member is physically present at the site. (678.305 d)				
(P2) A staff member from a different partner program is physically present and appropriately cross-trained to provide information to customers about the partner program. (678.305 d)				

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

2B. Programmatic Access to each partner program and its services is met thru which of the following means:				
How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
(P3) Use a direct linkage by phone or through <u>real-time</u> Web-based communication to a program staff member who provides meaningful information or services to customers within a reasonable time. Solely providing a phone number, Web site, or information, pamphlets, or materials is <u>not</u> a direct linkage. (678.305 d)				
1. Programs authorized under title I of WIOA, including:				
a. Adults;		✓		Staff interview
b. Dislocated workers;		✓		Staff interview
c. Youth;		✓		Staff interview
d. Job Corps;		✓		Staff interview
e. YouthBuild;				N/A
f. Native American programs;				N/A
g. Migrant Seasonal Farm Worker program;		✓		Staff interview
2. Wagner-Peyser Act Employment Service	✓			Staff interview
3. Adult Education and Family Literacy program (Title II, WIOA);		✓		Staff interview
4. Vocational Rehabilitation program (WIOA Title IV)		✓		Staff interview
5. Senior Community Service Employment Program for low-income, unemployed seniors.			✓	Staff interview
6. Career and technical education programs at the postsecondary level.			✓	Staff interview
7. Trade Adjustment Assistance activities.			✓	Staff interview
8. Disabled Veteran Outreach Program & Local Veteran Employment Representatives (DVOP & LVER).	✓	✓		Staff interview
9. Employment and training through Community Action Programs; (Community Services Block Grant).				N/A
10. Employment and training activities funded by US Housing and Urban Development.				N/A
11. Programs authorized under State unemployment compensation laws.	✓			Staff interview

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

2B. Programmatic Access to each partner program and its services is met thru which of the following means:				
How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
12. Criminal Justice Re-entry programs. (Second Chance Act of 2007 - 42 U.S.C. 17532)				N/A

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Section Seven: Continuous Improvement Measures

Section 7A must be completed for comprehensive, affiliate and specialized sites. Section 7B must be completed for the local workforce development area.

7A. ARIZONA@WORK Job Center Continuous Improvement Measures. This location: <u>(Answer each item below)</u>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Makes quality referrals to partner programs (as outlined in the MOU) that are likely to convert to service.	✓		Staff interview
2. Keeps track of referrals and reports progress on follow through. A system is in place for partners to follow-through and report progress on referrals made.	✓		Staff interview
3. Captures job seeker feedback through the Arizona job seeker satisfaction survey and uses the data to improve services. (678.800 c) (This measure does not apply in the initial certification year.)	✓		Staff interview
4. Captures employer feedback through the Arizona employer satisfaction survey and uses the data to improve services. (678.800 c) (This measure does not apply in the initial certification year.)	✓		Staff interview

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Section Eight: Requirements Specific to Affiliate and Specialized Centers

Section nine must be completed by all affiliate and specialized sites.

9. (For affiliate and specialized ARIZONA@WORK Job Centers only) Meets all regulatory requirements to be an affiliate and specialized ARIZONA@WORK Job Center (20 CFR 678.310 and 678.320).

This affiliate or specialized location: (Answer each item below)

ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
<p>1. Makes available to job seeker and employer customers one or more of the ARIZONA@WORK Job Center partners' programs. (678.310)</p> <p>Services and activities are offered in a way that supplements and enhances customer access to services. (678.310)</p>	✓		Staff interview
<p>2. Includes other eligible partners if Wagner-Peyser Act employment services are offered in an affiliate site or specialized center. (678.315)</p> <p>An affiliate site or a specialized center must include other programs besides Wagner-Peyser Act employment services, local veterans' employment representatives, disabled veterans' outreach program specialists, and unemployment compensation.</p> <p>If Wagner-Peyser Act employment services and any of these three programs are provided at an affiliated site or specialized center, an additional partner or partners must have a presence of combined staff in the center more than 50% of the time the center is open.</p>		✓	Staff interview
<p>3. Is connected to the comprehensive ARIZONA@WORK Job Center and any appropriate affiliate ARIZONA@WORK Job Centers. (678.320)</p> <p>For example, there are processes in place to make referrals to these centers and the partner programs located in them. (678.320)</p>	✓		Staff interview

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Identify required criterion that were not met. Use additional pages as needed.

- **This location has no dedicated parking and no off-street parking.**
- **Additional signage (such as an A-frame) is needed in the main lobby area to direct customers to the Job Center.**
- **An adjustable workstation is needed with accessibility software/equipment**
- **Partner Program staff is not currently in the center. Once the Title 1 Service Provider for the Adult/DW Program is fully trained they will have staff co-located in this center.**

ARIZONA@WORK Job Center Certification Assessment Tool

Part I – Compliance with WIOA Regulations

Suggestions for Conducting the Part I Certification Assessment

The following process is recommended by the assessment team that tested the Part I certification assessment tool.

1. Request volunteers from the LWDB to serve on the assessment team as soon as possible to give adequate preparation. It is recommended to have the Board members work in pairs with an experienced Board member paired with a Board member who is relatively new to the Board.
2. The LWDB has flexibility in how it assigns assessment teams to conduct the assessment. The assessment can be completed in multiple visits if necessary. Different teams can be used to assess multiple centers.
3. Provide the assessment tool to the site manager for review and request recommendations of center staff that the assessment team should interview. It may take multiple interviews to cover all of the partner programs located at the site being evaluated. It is possible to use administrative staff to serve as a resource, but the assessment must be completed by an assessment team of the LWDB and LWDB staff, if necessary.
4. When conducting interviews, it is helpful to have one assessment team member conduct the interview and one member takes notes on the assessment tool.
5. The assessment tool is structured for yes and no answers. It is helpful for the assessment team to ask follow-up questions such as asking the staff person to say more about whatever topic is being addressed or ask for examples. The additional information obtained from the interviews, even though it does not need to be submitted with the final assessment, can be valuable in the LWDB's strategic planning process and monitoring of the One Stop Operator. LWDB members may want to have a separate copy of the tool to take more detailed notes to use for presentation to the Board and for strategic planning.

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Name of Site Assessed: Kingman Comprehensive Job Center

Location Address: 700 West Beale Street Kingman, AZ 86401

Circle One: Comprehensive Site Affiliate Site Specialized Site

Dates of Assessment: September 19, 2017

My signature below certifies that I completed the assessment as documented on the attached pages:

Assessment Team:

<u>Tommy Taylor</u> Printed Name	<u>[Signature]</u> Signature When Complete
<u>MARY DIXON</u> Printed Name	<u>[Signature]</u> Signature When Complete
<u>Rocky Vecera</u> Printed Name	<u>[Signature]</u> Signature When Complete

Instructions: Complete one Part I assessment for each ARIZONA@WORK Job Center location based on the type of site according to the following chart:

Section	Topic	Comprehensive Site	Affiliate or Specialized
1	Physical Accessibility	Yes	Yes
2 (A, B, C)	Programmatic Accessibility	Yes	Yes
3 (A, B, C)	Career Services	Yes	No
4 (A, B)	Business Services	Yes	No
5	Employment & Training	Yes	No
6	Additional Youth Measures	Yes	No
7 (A, B)	Continuous Improvement	Yes – 7A only	Yes – 7A only
8	Affiliate or Specialized Site	No	Yes

For each assessment criterion, the evaluation team records whether the criterion is present (yes) or not present (no) at the evaluation site. This is not intended to be an in-depth analysis of the quality of services offered or to replace the in-depth monitoring performed by the Department of Economic Security.

In the column labeled Supporting Data Source(s), the evaluation team lists the data source(s) that supports whether the criterion is present or not present. Examples of data sources include evaluator direct observation, results from the customer satisfaction survey, interviews or focus groups with staff who directly provide services, interviews or focus groups with job seeker or employer customers, and written documentation such as data reports, written policies and procedures etc. Written documentation should supplement, but not replace on-site visits/interviews by the assessment team.

At the completion of the assessment, identify all required measures that were not present at the ARIZONA@WORK Job Center site. The LWDB must work with each ARIZONA@WORK Job Center and the One Stop Operator to create a corrective action plan to bring the ARIZONA@WORK Job Center into full compliance with all required measures before the ARIZONA@WORK Job Center can be certified.

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Section One: Physical Accessibility

Section one must be completed for comprehensive, affiliate and specialized sites.

1. Physical accessibility is extent to which facilities are designed, constructed, or altered so they are accessible and usable to individuals with disabilities. This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Is convenient for customers (including those with barriers to employment).	✓		Visual survey and staff interview
2. Is accessible by public transportation (where available).	✓		Visual survey and staff interview
3. Has adequate parking.	✓		Visual survey and staff interview
4. Can be entered by ramps that meet ADA standards. (ADA = Americans with Disabilities Act)	✓		Visual survey and staff interview
5. Has external signage clearly identifies the location as an ARIZONA@WORK site.	✓		Visual survey and staff interview
6. Is easy for customers to access services, resources, and staff assistance.	✓		Visual survey and staff interview
7. Has internal signage to help customers easily navigate the center.	✓		Visual survey and staff interview
8. Has adequate space available for customer reception, workshops, on-site employer recruitment events, visiting partners, and Center staff.	✓		Visual survey and staff interview
9. Has adjustable workstations for customers with disabilities.	✓		Visual survey and staff interview
10. Has accessible bathrooms and other internal spaces consistent with ADA standards.	✓		Visual survey and staff interview
11. Has adequate safety and security precautions to protect customers and staff.	✓		Visual survey and staff interview
12. Has emergency evacuation procedures including for the needs of individuals with disabilities.	✓		Visual survey and staff interview

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Section Two: Programmatic Accessibility

Section 2A and 2B must be completed for comprehensive, affiliate and specialized sites.

2A. Programmatic Accessibility: Customers must have access to these programs, services, and activities during regular business days at an ARIZONA@WORK Job Center. This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Makes reasonable accommodations for people with disabilities. (678.800, 29 CFR part 38)	✓		Visual survey and staff interview
2. Modifies policies, practices, and procedures when needed to avoid discrimination against people with disabilities. (678.800, 29 CFR part 38)	✓		Staff interview
3. Administers programs in the most integrated setting appropriate. (678.800, 29 CFR part 38)	✓		Staff interview
4. Communicates with people with disabilities as effectively as with others. (678.800, 29 CFR part 38)	✓		Staff interview
5. Provides appropriate auxiliary aids and services, including assistive technology devices and services, for people with disabilities to participate in programs and activities. (678.800, 29 CFR part 38)	✓		Visual survey and staff interview
6. Ensures that people with disabilities can access virtual services in a way comparable to access for others.	✓		Staff interview
7. Has at least one Title I staff person physically present. (678.305) (Does not apply to affiliate and specialized sites.)	✓		Staff interview
8. Provides customers with access to programs, services, and activities during regular business hours. (678.305 c)	✓		Staff interview
9. Provides customers with access to programs, services, and activities during hours & days beyond regular business hours based on an evaluation of need by the LWDB. (678.800)	✓		Staff interview

2B. Programmatic Access to each partner program and its services is met thru which of the following means:				
How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
(P1) A program staff member is physically present at the site. (678.305 d)				
(P2) A staff member from a different partner program is physically present and appropriately cross-trained to provide information to customers about the partner program. (678.305 d)				

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2B. Programmatic Access to each partner program and its services is met thru which of the following means:				
How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
(P3) Use a direct linkage by phone or through <u>real-time</u> Web-based communication to a program staff member who provides meaningful information or services to customers within a reasonable time. Solely providing a phone number, Web site, or information, pamphlets, or materials is <u>not</u> a direct linkage. (678.305 d)				
1. Programs authorized under title I of WIOA, including:				
a. Adults;	✓			Staff interview
b. Dislocated workers;	✓			Staff interview
c. Youth;	✓			Staff interview
d. Job Corps;			✓	Staff interview
e. YouthBuild;				N/A
f. Native American programs;				N/A
g. Migrant Seasonal Farm Worker program;			✓	Staff interview
2. Wagner-Peyser Act Employment Service	✓			Staff interview
3. Adult Education and Family Literacy program (Title II, WIOA);	✓		✓	Staff interview
4. Vocational Rehabilitation program (WIOA Title IV)	✓		✓	Staff interview
5. Senior Community Service Employment Program for low-income, unemployed seniors.			✓	Staff interview
6. Career and technical education programs at the postsecondary level.	✓			Staff interview
7. Trade Adjustment Assistance activities.			✓	Staff interview
8. Disabled Veteran Outreach Program & Local Veteran Employment Representatives (DVOP & LVER).	✓			Staff interview
9. Employment and training through Community Action Programs; (Community Services Block Grant).				N/A
10. Employment and training activities funded by US Housing and Urban Development.	✓			Staff interview
11. Programs authorized under State unemployment compensation laws.	✓			Staff interview

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2B. Programmatic Access to each partner program and its services is met thru which of the following means:				
How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
12. Criminal Justice Re-entry programs. (Second Chance Act of 2007 - 42 U.S.C. 17532)				N/A

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Part Three: Basic, Individualized, and Follow Up Career Services

Section 3A, 3B, and 3C must be completed for all comprehensive sites.

3A. Basic career services <u>must</u> be made available and, at a minimum, <u>must</u> include the following services (See TEGL 19-16 for additional guidance). This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Has a process for determining eligibility to receive assistance from the adult, dislocated worker, or youth programs; (678.430 a.1)	✓		Staff interview
2. Has outreach, intake (including worker assessment), and orientation to information and other services available through the workforce delivery system. (678.430 a.2)	✓		Staff interview
3. Provides initial assessment of skill levels. This includes literacy, numeracy, and English language proficiency, aptitudes, abilities (including skills gaps), and supportive service needs. (678.430 a.3)	✓		Staff interview
4i. Provides labor exchange services, including job search and placement assistance. (678.430 a.4)	✓		Staff interview
a. Provides career counseling, including information on in-demand industry sectors and occupations, when needed. (Sec. 3(23) of WIOA) (678.430 a.4)	✓		Staff interview
b. Provides information on nontraditional employment. (678.430 a.4) Non-traditional employment is defined as employment where more than 75 percent of the workforce is of the opposite gender--or conversely where less than 25 percent of the workforce is the same gender.	✓		Staff interview
4ii. Provides appropriate recruitment and other business services on behalf of employers. (678.430 a.4) This includes information and referrals to specialized business services other than those traditionally offered through the workforce delivery system.	✓		Staff interview
5. Provides referrals to and coordination of activities with other workforce development programs and services. (678.430 a.5)	✓		Staff interview

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3A. Basic career services <u>must</u> be made available and, at a minimum, <u>must</u> include the following services (See TEGL 19-16 for additional guidance). This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
6. Provides workforce and labor market employment statistics information for the local, regional, and national labor market areas, including: (678.430 a.6)	✓		Staff interview
a. Job vacancy listings in labor market areas; (678.430 a.6)	✓		Staff interview
b. Information on job skills necessary to obtain the vacant jobs listed; (678.430 a.6)	✓		Staff interview
c. Information on local in-demand occupations and the earnings, skill requirements, and opportunities for advancement in those jobs; (678.430 a.6)	✓		Staff interview
7. Provides performance and program cost information on eligible providers of education, training, and workforce services by program and type of provider. (678.430 a.7)	✓		Staff interview
8. Provides information on how the local area is performing on local performance accountability measures, and other performance information relating to the workforce system. Must be in usable and understandable formats and languages. (678.430 a.8)	✓		Staff interview
9. Provides information and appropriate referrals to supportive services or assistance. Must be in usable and understandable formats and languages. (678.430 a.9) Services include: Child care; Child support; Medical or child health assistance through AHCCCS & Children's Health Insurance Program; Supplemental Nutrition Asst. Program (SNAP); Earned income tax credit; TANF & other supportive services & transportation provided through that program;	✓		Staff interview
10. Provides information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. (678.430 a.10)	✓		Staff interview
Complies with meaningful assistance requirement above by: (678.430 a.10)	✓		Staff interview

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3A. Basic career services <u>must</u> be made available and, at a minimum, <u>must</u> include the following services (See TEGL 19-16 for additional guidance). This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
<p>a. On-site assistance using staff well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or</p> <p>b. Assistance by phone or other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.</p>			
<p>11. Provides assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA (i.e. Pell grants, GI bill etc.). (678.430 a.11)</p>	✓		Staff interview

3B. Individualized career services <u>must</u> be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following: (See TEGL 19-16 for additional guidance). This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
<p>1. Administers comprehensive and specialized assessment of skill levels and activity/service needs. (678.431 b.1)</p> <p>Includes diagnostic testing or other assessment tools, in-depth interviewing, and evaluation to identify employment barriers and appropriate employment goals.</p>	✓		Staff interview
<p>2. Develops an individual employment plan (IEP).</p> <p>IEP identifies employment goals, achievement objectives, and combination of services for the participant to achieve his or her goals, including the list of eligible training providers. (678.430 b.2)</p>	✓		Staff interview
<p>3. Provides group counseling.</p> <p>Includes vocational, financial, and personal counseling, including mental health, drug, and alcohol counseling, and referrals to partner programs, offered in a group setting. (678.430 b.3)</p>	✓		Staff interview

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3B. Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following: (See TEGL 19-16 for additional guidance). This location: (Answer each item below)

ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
<p>4. Provides individual counseling. (678.430 b.4)</p> <p>Includes vocational, financial, and personal counseling, including mental health, drug, and alcohol counseling, and referrals to partner programs, offered in an individual setting.</p>	✓		Staff interview
<p>5. Provides career planning. (678.430 b.5)</p> <p>Career planning means services designed to prepare and coordinate comprehensive employment plans, and provide job, education, and career counseling both during program participation and after job placement.</p>	✓		Staff interview
<p>6. Provides short-term pre-vocational services. (678.430 b.6)</p> <p>Short-term development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.</p>	✓		Staff interview
<p>7. Provides internships and work experiences that are linked to careers as described in individual employment plans. (678.430 b.7)</p>	✓		Staff interview
<p>8. Provides workforce preparation activities. (678.430 b.8)</p> <p>Means activities, programs, or services to help a participant acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education or training, or employment.</p>	✓		Staff interview
<p>9. Provides financial literacy services. (678.430 b.9)</p> <p>Gain the knowledge, skills, and confidence to make informed financial decisions with strategies such as budgeting, banking, managing spending and credit,</p>	✓		Staff interview

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3B. Individualized career services <u>must</u> be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following: (See TEGL 19-16 for additional guidance). This location: <u>(Answer each item below)</u>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
understanding financial products, and protecting against identity theft (681.500).			
10. Out-of-area job search assistance and relocation assistance. (678.430 b.10) Means conduct a job search in a geographic area outside the individual's labor market area. Means assisting a participant to move to a new residence to accept permanent employment.	✓		Staff interview
11. English language acquisition and integrated education and training programs. (678.430 b.11)	✓		Staff interview
3C. Follow-up services <u>must</u> be provided, as appropriate, including: (See TEGL 19-16 for additional guidance). This location: <u>(Answer each item below)</u>			
1. Provides follow-up services for participants in adult or dislocated worker programs who are placed in unsubsidized employment, for up to 12 months after the first day of employment. (678.430 C and TEGL 19-16) Identify the follow-up services available to participants. One example of a follow-up service is counseling regarding the workplace.	✓		Staff interview

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Section Four: Business Services – Required and Optional
 Section 4A and 4B must be completed for all comprehensive sites.

4A. Businesses Services Required Through ARIZONA@WORK Job Center - Certain career services <u>must</u> be made available to local employers (20 CFR 678.435). This location: <u>(Answer each item below)</u>:			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Provides labor exchange services including appropriate recruitment and other business services on behalf of employers. This includes information and referrals to specialized business services other than those traditionally offered through the workforce delivery system. (678.435, 678.430 a.4) (Same as 4ii in career services)	✓		Staff interview
2. Provides workforce and labor market employment statistics information for local, regional, and national labor market areas, including: (678.435, 678.430 a.6) (Same as 6 in career services)	✓		Staff interview
a. Job vacancy listings in labor market areas; (678.430 a.6)	✓		Staff interview
b. Information on job skills necessary to obtain the vacant jobs listed; (678.430 a.6)	✓		Staff interview
c. Information on local in-demand occupations and the earnings, skill requirements, and opportunities for advancement in those jobs; (678.430 a.6)	✓		Staff interview
3. Develops relationships and networks with large and small employers and their intermediaries. (678.435)	✓		Staff interview
4. Develops, convenes, or implements industry or sector partnerships for the LWDA. (20 CFR 678.435)	✓		Staff interview

4B. Optional services: Customized business services may be provided to employers, employer associations, or other such organizations (20 CFR 678.435). These services are tailored for specific employers and may include. This location: <u>(Answer each item below)</u>:			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Provides customized screening and referral of qualified participants in training services to employers; (678.435)	✓		Staff interview
2. Provides customized services to employers, employer associations, or other such organizations, on employment-related issues; (678.435)	✓		Staff interview

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4B. Optional services: Customized business services may be provided to employers, employer associations, or other such organizations (20 CFR 678.435). These services are tailored for specific employers and may include. This location: (Answer each item below):			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
3. Provides customized recruitment events and related services for employers including targeted job fairs; (678.435)	✓		Staff interview
4. Human resource consultation services, including but not limited to assistance with: (678.435)			Staff interview
a. Writing/reviewing job descriptions and employee handbooks; (678.435)		✓	
b. Developing performance evaluation and personnel policies; (678.435)		✓	
c. Creating orientation sessions for new workers; (678.435)	✓		
d. Honing job interview techniques for efficiency and compliance; (678.435)	✓		
e. Analyzing employee turnover; (678.435)	✓		
f. Creating job accommodations and using assistive technologies; (678.435)		✓	
g. Explaining labor and employment laws to help employers comply with discrimination, wage/hour, and safety/health regulations; (678.435)	✓		

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Section Five: Employment and Training Activities

Section five must be completed for all comprehensive sites.

5. ARIZONA@WORK Job Center provides access to any employment and training activities defined in 20 CFR 680.200. This list is not all-inclusive. Additional training services may be provided. This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Offers occupational skills training, including training for nontraditional employment; (680.200)	✓		Staff interview
2. Offers on-the-job training (OJT) (680.200) (see § 680.700, 680.710, 680.720, and 680.730);	✓		Staff interview
3. Offers Incumbent worker training, (680.200) In accordance with WIOA sec. 134(d)(4) and §§ 680.780, 680.790, 680.800, 680.810, and 680.820;	✓		Staff interview
4. Offers programs that combine workplace training with related instruction, which may include cooperative education programs; (680.200)	✓		Staff interview
5. Offers training programs operated by the private sector; (680.200)	✓		Staff interview
6. Offers skills upgrading and retraining; (680.200)	✓		Staff interview
7. Offers entrepreneurial training; (680.200)	✓		Staff interview
8. Offers transitional jobs; (680.200) Means employment that provides a time-limited work experience that is wage-paid and subsidized, and is in the public, private, or non-profit sectors, for those individuals with barriers to employment who are chronically unemployed or who have an inconsistent work history.	✓		Staff interview
9. Offers job readiness training provided in combination with services listed in 1 thru 8; (680.200)	✓		Staff interview
10. Offers adult education and literacy activities, including English Language Acquisition, provided concurrently or in combination with services listed in 1 thru 7. (680.200)	✓		Staff interview
11. Offers customized training conducted with a commitment by one or more employers to employ an	✓		Staff interview

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individual upon successfully completing training. (680.200) Customized training is designed to meet the specific needs of one or more employers and for which the employer(s) pay a significant cost of the training.			
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Section Six: Additional Youth Services Measures

Section six must be completed for all comprehensive sites.

6. Additional youth services measures. (See TEGl 21-16 for program element descriptions.) This location: <u>(Answer each item below)</u>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
4. Has direct access to all 14 youth program elements required in 20 CFR 681.460:			
a. Tutoring, study skills training, instruction, and dropout prevention;	✓		Staff interview
b. Alternative secondary school services or dropout recovery services;	✓		Staff interview
c. Paid and unpaid work experience;	✓		Staff interview
d. Occupational skills training;	✓		Staff interview
e. Education offered concurrently with workforce preparation and training for a specific occupation;	✓		Staff interview
f. Leadership development opportunities;	✓		Staff interview
g. Supportive services;	✓		Staff interview
h. Adult mentoring;	✓		Staff interview
i. Follow-up services;	✓		Staff interview
j. Comprehensive guidance and counseling;	✓		Staff interview
k. Financial literacy education;	✓		Staff interview
l. Entrepreneurial skills training;	✓		Staff interview
m. Services that provide labor market information;	✓		Staff interview

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6. Additional youth services measures. (See TEGL 21-16 for program element descriptions.) This location: <u>(Answer each item below)</u>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
n. Postsecondary preparation and transition activities.	✓		Staff interview

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Section Seven: Continuous Improvement Measures

Section 7A must be completed for comprehensive, affiliate and specialized sites. Section 7B must be completed for the local workforce development area.

7A. ARIZONA@WORK Job Center Continuous Improvement Measures. This location: <u>(Answer each item below)</u>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Makes quality referrals to partner programs (as outlined in the MOU) that are likely to convert to service.	✓		Staff interview
2. Keeps track of referrals and reports progress on follow through. A system is in place for partners to follow-through and report progress on referrals made.	✓		Staff interview
3. Captures job seeker feedback through the Arizona job seeker satisfaction survey and uses the data to improve services. (678.800 c) (This measure does not apply in the initial certification year.)	✓		Staff interview
4. Captures employer feedback through the Arizona employer satisfaction survey and uses the data to improve services. (678.800 c) (This measure does not apply in the initial certification year.)		✓	Staff interview

7B. Local Workforce Development Area (LWDA) Continuous Improvement Measures			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. The LWDA meets or exceeds the required negotiated performance measures for each year of the last completed certification period. (678.800 c)	✓		Staff interview
2. The LWDA is on track to meet or exceed the required negotiated performance measures for the current year. (678.800 c)	✓		Staff interview
3. The LWDA successfully implemented the improvement plans created from the assessment using Part II of the ARIZONA@WORK Job Center Certification Assessment Tool. (678.800) (This measure does not apply in the initial certification year.)		✓	Staff interview
4. The LWDB establishes regular business hours for each location in written policy. All sites adhere to the policy. (678.800)	✓		Staff interview
5. The LWDB evaluates the customer need for service hours beyond regular business hours. (678.800 b)	✓		Staff interview

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Section Eight: Requirements Specific to Affiliate and Specialized Centers

Section nine must be completed by all affiliate and specialized sites.

<p>9. (For affiliate and specialized ARIZONA@WORK Job Centers only) Meets all regulatory requirements to be an affiliate and specialized ARIZONA@WORK Job Center (20 CFR 678.310 and 678.320).</p> <p>This affiliate or specialized location: (Answer each item below)</p>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
<p>1. Makes available to job seeker and employer customers one or more of the ARIZONA@WORK Job Center partners' programs. (678.310)</p> <p>Services and activities are offered in a way that supplements and enhances customer access to services. (678.310)</p>	✓		Staff interview
<p>2. Includes other eligible partners if Wagner-Peyser Act employment services are offered in an affiliate site or specialized center. (678.315)</p> <p>An affiliate site or a specialized center must include other programs besides Wagner-Peyser Act employment services, local veterans' employment representatives, disabled veterans' outreach program specialists, and unemployment compensation.</p> <p>If Wagner-Peyser Act employment services and any of these three programs are provided at an affiliated site or specialized center, an additional partner or partners must have a presence of combined staff in the center more than 50% of the time the center is open.</p>			N/A
<p>3. Is connected to the comprehensive ARIZONA@WORK Job Center and any appropriate affiliate ARIZONA@WORK Job Centers. (678.320)</p> <p>For example, there are processes in place to make referrals to these centers and the partner programs located in them. (678.320)</p>	✓		Staff interview

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Identify required criterion that were not met. Use additional pages as needed.

- **Do not offer all listed customized services for employers listed in the assessment tool.**
 - **Writing reviewing job descriptions and employee handbooks**
 - **Developing performance evaluation and personnel policies**
 - **Creating job accommodations and using assistive technologies**

An increased focus has been given toward Business Services in this area. Goodwill has hired a full-time representative and allocated time from their Regional Director of Community Development—North who are tasked with outreach to employers, job development, WEX & OJT development and coordinating an area-wide One Stop System Business Services team.

- **The area will consider offering customized employer services at some point in the future, once the team is in place and functioning effectively.**
- **Do not currently have an employer satisfaction survey but will implement the Arizona employer satisfaction survey when it becomes available or will develop one for the area.**
- **A Quality improvement plan will be created once the Job Center Certification Assessment Part II has been completed by the WDB.**

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Suggestions for Conducting the Part I Certification Assessment

The following process is recommended by the assessment team that tested the Part I certification assessment tool.

1. Request volunteers from the LWDB to serve on the assessment team as soon as possible to give adequate preparation. It is recommended to have the Board members work in pairs with an experienced Board member paired with a Board member who is relatively new to the Board.
2. The LWDB has flexibility in how it assigns assessment teams to conduct the assessment. The assessment can be completed in multiple visits if necessary. Different teams can be used to assess multiple centers.
3. Provide the assessment tool to the site manager for review and request recommendations of center staff that the assessment team should interview. It may take multiple interviews to cover all of the partner programs located at the site being evaluated. It is possible to use administrative staff to serve as a resource, but the assessment must be completed by an assessment team of the LWDB and LWDB staff, if necessary.
4. When conducting interviews, it is helpful to have one assessment team member conduct the interview and one member takes notes on the assessment tool.
5. The assessment tool is structured for yes and no answers. It is helpful for the assessment team to ask follow-up questions such as asking the staff person to say more about whatever topic is being addressed or ask for examples. The additional information obtained from the interviews, even though it does not need to be submitted with the final assessment, can be valuable in the LWDB's strategic planning process and monitoring of the One Stop Operator. LWDB members may want to have a separate copy of the tool to take more detailed notes to use for presentation to the Board and for strategic planning.

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Section One: Physical Accessibility

Section one must be completed for comprehensive, affiliate and specialized sites.

1. Physical accessibility is extent to which facilities are designed, constructed, or altered so they are accessible and usable to individuals with disabilities. This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Is convenient for customers (including those with barriers to employment).	✓		Visual survey and staff interview
2. Is accessible by public transportation (where available). <u>LHC does not have public transportation</u>		✓	Visual survey and staff interview
3. Has adequate parking.	✓		Visual survey and staff interview. Parking is quite limited.
4. Can be entered by ramps that meet ADA standards. (ADA = Americans with Disabilities Act)	✓		Visual survey and staff interview
5. Has external signage clearly identifies the location as an ARIZONA@WORK site.		✓	Visual survey and staff interview
6. Is easy for customers to access services, resources, and staff assistance.	✓		Visual survey and staff interview
7. Has internal signage to help customers easily navigate the center.	✓		Difficult to discern how to get to Job Center. Needs an A-Frame sign with an arrow.
8. Has adequate space available for customer reception, workshops, on-site employer recruitment events, visiting partners, and Center staff.	✓		Visual survey and staff interview
9. Has adjustable workstations for customers with disabilities.	✓		Need to obtain this equipment
10. Has accessible bathrooms and other internal spaces consistent with ADA standards.	✓		Visual survey and staff interview
11. Has adequate safety and security precautions to protect customers and staff.	✓		Staff interview
12. Has emergency evacuation procedures including for the needs of individuals with disabilities.	✓		Staff interview

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Section Two: Programmatic Accessibility

Section 2A and 2B must be completed for comprehensive, affiliate and specialized sites.

2A. Programmatic Accessibility: Customers must have access to these programs, services, and activities during regular business days at an ARIZONA@WORK Job Center. This location: (Answer each item below)			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Makes reasonable accommodations for people with disabilities. (678.800, 29 CFR part 38)	✓		Staff interview
2. Modifies policies, practices, and procedures when needed to avoid discrimination against people with disabilities. (678.800, 29 CFR part 38)	✓		Staff interview
3. Administers programs in the most integrated setting appropriate. (678.800, 29 CFR part 38)	✓		Staff interview
4. Communicates with people with disabilities as effectively as with others. (678.800, 29 CFR part 38)	✓		Staff interview
5. Provides appropriate auxiliary aids and services, including assistive technology devices and services, for people with disabilities to participate in programs and activities. (678.800, 29 CFR part 38)	✓		Staff interview
6. Ensures that people with disabilities can access virtual services in a way comparable to access for others.	✓		Staff interview
7. Has at least one Title I staff person physically present. (678.305) (Does not apply to affiliate and specialized sites.)			N/A
8. Provides customers with access to programs, services, and activities during regular business hours. (678.305 c)	✓		
9. Provides customers with access to programs, services, and activities during hours & days beyond regular business hours based on an evaluation of need by the LWDB. (678.800)	✓		Staff interview

2B. Programmatic Access to each partner program and its services is met thru which of the following means:				
How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
(P1) A program staff member is physically present at the site. (678.305 d)				
(P2) A staff member from a different partner program is physically present and appropriately cross-trained to provide information to customers about the partner program. (678.305 d)				

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2B. Programmatic Access to each partner program and its services is met thru which of the following means:				
How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
(P3) Use a direct linkage by phone or through <u>real-time</u> Web-based communication to a program staff member who provides meaningful information or services to customers within a reasonable time. Solely providing a phone number, Web site, or information, pamphlets, or materials is <u>not</u> a direct linkage. (678.305 d)				
1. Programs authorized under title I of WIOA, including:				
a. Adults;	✓			Staff interview
b. Dislocated workers;	✓			Staff interview
c. Youth;	✓			Staff interview
d. Job Corps;			✓	Staff interview
e. YouthBuild;				N/A
f. Native American programs;				N/A
g. Migrant Seasonal Farm Worker program;			✓	Staff interview
2. Wagner-Peyser Act Employment Service			✓	Staff interview
3. Adult Education and Family Literacy program (Title II, WIOA);			✓	Staff interview
4. Vocational Rehabilitation program (WIOA Title IV)			✓	Staff interview
5. Senior Community Service Employment Program for low-income, unemployed seniors.			✓	Staff interview
6. Career and technical education programs at the postsecondary level.		✓		Staff interview
7. Trade Adjustment Assistance activities.			✓	Staff interview
8. Disabled Veteran Outreach Program & Local Veteran Employment Representatives (DVOP & LVER).			✓	Staff interview
9. Employment and training through Community Action Programs; (Community Services Block Grant).				N/A
10. Employment and training activities funded by US Housing and Urban Development.				N/A
11. Programs authorized under State unemployment compensation laws.			✓	Staff interview

ARIZONA@WORK Job Center Certification Assessment Tool
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2B. Programmatic Access to each partner program and its services is met thru which of the following means:				
How are each of the required partners below connected to this location (i.e. P1, P2, P3)?	P1	P2	P3	Supporting Data Source
12. Criminal Justice Re-entry programs. (Second Chance Act of 2007 - 42 U.S.C. 17532)				N/A

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Section Seven: Continuous Improvement Measures

Section 7A must be completed for comprehensive, affiliate and specialized sites. Section 7B must be completed for the local workforce development area.

7A. ARIZONA@WORK Job Center Continuous Improvement Measures. This location: <u>(Answer each item below)</u>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
1. Makes quality referrals to partner programs (as outlined in the MOU) that are likely to convert to service.	✓		Staff interview
2. Keeps track of referrals and reports progress on follow through. A system is in place for partners to follow-through and report progress on referrals made.	✓		Staff interview
3. Captures job seeker feedback through the Arizona job seeker satisfaction survey and uses the data to improve services. (678.800 c) (This measure does not apply in the initial certification year.)	✓		Staff interview
4. Captures employer feedback through the Arizona employer satisfaction survey and uses the data to improve services. (678.800 c) (This measure does not apply in the initial certification year.)		✓	Staff interview—In process

ARIZONA@WORK Job Center Certification Assessment Tool
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Section Eight: Requirements Specific to Affiliate and Specialized Centers

Section nine must be completed by all affiliate and specialized sites.

<p>9. (For affiliate and specialized ARIZONA@WORK Job Centers only) Meets all regulatory requirements to be an affiliate and specialized ARIZONA@WORK Job Center (20 CFR 678.310 and 678.320).</p> <p>This affiliate or specialized location: (Answer each item below)</p>			
ARIZONA@WORK Job Center Compliance Criteria	Yes	No	Supporting Data Source
<p>1. Makes available to job seeker and employer customers one or more of the ARIZONA@WORK Job Center partners' programs. (678.310)</p> <p>Services and activities are offered in a way that supplements and enhances customer access to services. (678.310)</p>	✓		Staff interview
<p>2. Includes other eligible partners if Wagner-Peyser Act employment services are offered in an affiliate site or specialized center. (678.315)</p> <p>An affiliate site or a specialized center must include other programs besides Wagner-Peyser Act employment services, local veterans' employment representatives, disabled veterans' outreach program specialists, and unemployment compensation.</p> <p>If Wagner-Peyser Act employment services and any of these three programs are provided at an affiliated site or specialized center, an additional partner or partners must have a presence of combined staff in the center more than 50% of the time the center is open.</p>			N/A
<p>3. Is connected to the comprehensive ARIZONA@WORK Job Center and any appropriate affiliate ARIZONA@WORK Job Centers. (678.320)</p> <p>For example, there are processes in place to make referrals to these centers and the partner programs located in them. (678.320)</p>	✓		Staff interview

ARIZONA@WORK Job Center Certification Assessment Tool
Part I – Compliance with WIOA Regulations

Identify required criterion that were not met. Use additional pages as needed.

- **Staff will determine a way to place offsite signage to direct people to the Job Center. It will either be an A-frame or a metal sign on the side of the building.**
- **Do not currently have an employer satisfaction survey but will implement the Arizona employer satisfaction survey when it becomes available or will develop one for the area.**

ARIZONA@WORK Job Center Certification Assessment Tool

Part I – Compliance with WIOA Regulations

Suggestions for Conducting the Part I Certification Assessment

The following process is recommended by the assessment team that tested the Part I certification assessment tool.

1. Request volunteers from the LWDB to serve on the assessment team as soon as possible to give adequate preparation. It is recommended to have the Board members work in pairs with an experienced Board member paired with a Board member who is relatively new to the Board.
2. The LWDB has flexibility in how it assigns assessment teams to conduct the assessment. The assessment can be completed in multiple visits if necessary. Different teams can be used to assess multiple centers.
3. Provide the assessment tool to the site manager for review and request recommendations of center staff that the assessment team should interview. It may take multiple interviews to cover all of the partner programs located at the site being evaluated. It is possible to use administrative staff to serve as a resource, but the assessment must be completed by an assessment team of the LWDB and LWDB staff, if necessary.
4. When conducting interviews, it is helpful to have one assessment team member conduct the interview and one member takes notes on the assessment tool.
5. The assessment tool is structured for yes and no answers. It is helpful for the assessment team to ask follow-up questions such as asking the staff person to say more about whatever topic is being addressed or ask for examples. The additional information obtained from the interviews, even though it does not need to be submitted with the final assessment, can be valuable in the LWDB's strategic planning process and monitoring of the One Stop Operator. LWDB members may want to have a separate copy of the tool to take more detailed notes to use for presentation to the Board and for strategic planning.

VIII.

Consent Agenda:

A.

Review of WDB Attendance, Resignations and Appointment of New Members

1. Acknowledge resignations of:
Thomas Beller, 1 Call Staffing
2. Acknowledge the appointment of:
Jean Bishop, Fraternal Order of Policy

B.

Acknowledge Supervisor Lois Wakimoto as Representative from Mohave County Board of Supervisors to the Workforce Development Board

XI.

Reports:

A.

Chairman's Report

IX.

Reports:

B.

WIOA Administrator's Report

1. Title II Adult Basic Education Grant Award
2. Performance Report for FY2017 and AJC Issues
3. Transition of Adult and Dislocate Worker program to Goodwill Industries
4. Western Arizona Economic Development Round Table



Mohave/La Paz Counties Workforce Area

Arizona
Department of
Education
Leo Jimenez
Leonela.Jimenez@azed.gov

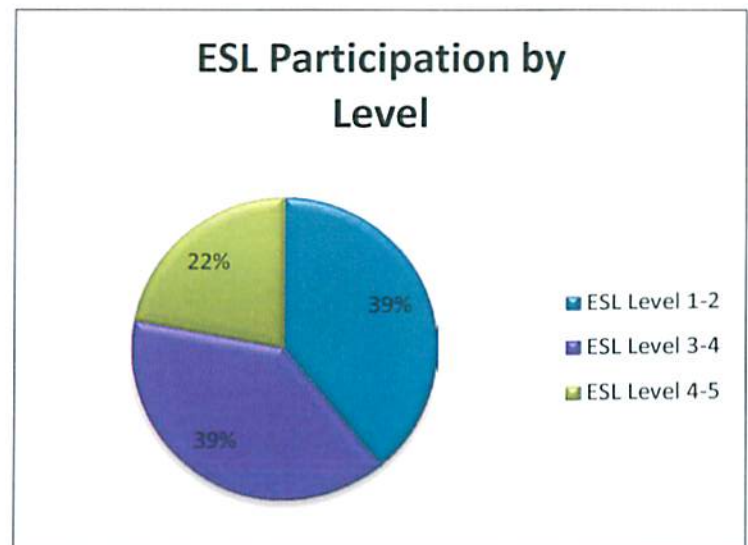
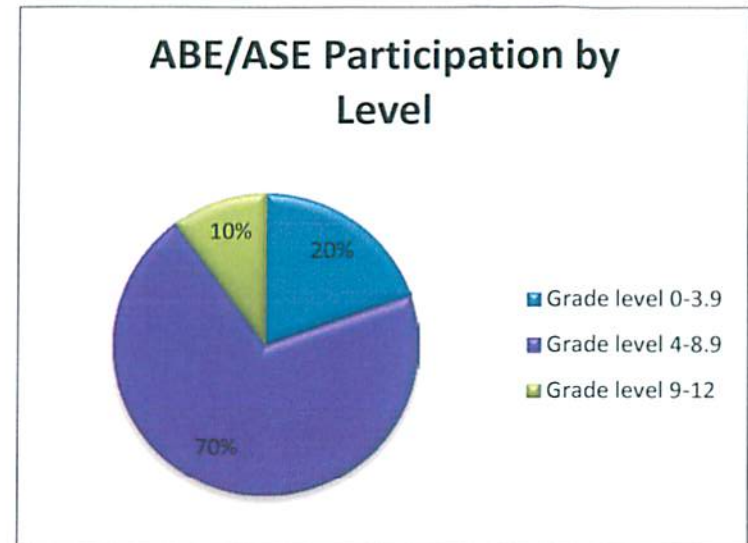
Direct Line
(602) 364-2821
Please contact with any Adult
Education data requests

WIOA Title II
Quarterly Update
July 1, 2016-June 30, 2017

Educational Barriers for Participants Entering Adult Education in Mohave/La Paz Counties

Number of Participants <i>Individuals with 12 or more hours of attendance</i>	450
Total Number of Instructional Hours	26352
Percentage of Progress Tested Participants with Measurable Skill Gain <i>Participants must attend 30-50 instructional hours prior to testing</i>	69%

Please note, data is not final and is for informational use only. Final outcome data is submitted to Department of Education, Office of Career, Technical and Adult Education (OCTAE) annually in October and will be distributed to local areas upon review by OCTAE.



IX.

Reports:

C.

One Stop Operator Report

IX.

Reports:

D.

Business Membership Report

IX.

Reports:

E.

WIOA One-Stop Core Partners Report

1. Title I Programs: Adult, Dislocated Worker, and Youth
2. Title II: Adult Education and Literacy
3. Title III: Wagner-Peyser Programs and Veteran's Program
4. Title IV: Vocational Rehabilitation

X.

Call to the Public

XI.

Announcements

XII.

Adjournment