



SOUTHEASTERN ARIZONA

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November 30, 2025

Mr. James E. Mize
10500 N. Camino de Oeste
Tucson, Arizona 85742

Dear Jim,

Sorry, it has taken me so long to get this done and mailed to you.

Attached is the annual One Stop Operator Monitoring Tool form which will be submitted to our auditor and other interested parties.

There are no surprises as you have performed these duties for several years and doing it quite well.

It is always a pleasure to work with you as you are very professional and I appreciate that you attend all our Board meetings and your input in our meetings.

Thanks for all you do for Arizona@Work - Southeastern Arizona.

Sincerely,

A handwritten signature in black ink that reads "Vada Phelps". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Vada Phelps
Executive Director

ONE-STOP OPERATOR

MONITORING TOOL

Purpose: Role of the One-Stop operator codified at WIOA Title I, Section 121 (d); Title 120, Code of Federal Regulations, Part 678.620

Effectiveness

Identifier	Objective	Meeting Expectation		Progress		Technical Assistance Required		Comments
		Yes	No	Current	Future	Yes	No	
System Partner Coordination	Monitor all System Partner Memorandums of Understanding	X						
	Co-ordinate training	X						
	Schedule and staff quarterly System Partner meetings	X						
	Ensure logos and branding are used correctly	X						

Continuous Improvement

Identifier	Objective	Meeting Expectation		Progress		Technical Assistance Required		Comments
		Yes	No	Current	Future	Yes	No	
Continuous Improvement Efforts	Administer Customer satisfaction surveys	X						
	Administer event participant survey for recruitments and other in person events	X						
	Conduct at least one customer focus group	X						
	Research best practices and make recommendations	X						

Accessibility

Identifier	Objective	Meeting Expectation		Progress		Technical Assistance Required		Comments
		Yes	No	Current	Future	Yes	No	
Accessibility and Equal Opportunity	Monitor agencies policies	X						
	Monitor all written materials and communications	X						

Administrative Issues

Identifier	Objective	Meeting Expectation		Progress		Technical Assistance Required		Comments
		Yes	No	Current	Future	Yes	No	
Administrative - General	Comply with the Uniform Administrative Requirements	X						
	Comply with WIOA's funding requirements	X						
	Utilize the Branding	X						
	Maintain confidentiality	X						
Administrative Issues - Records	Invoice in accordance with payment information	X						
	Disclose any potential conflicts of interest	X						
DOL Training and Employment Guidance letter	Refrain from establishing practices that create disincentives to services	X						
	Comply with federal and State regulations and procurement policies	X						

Reporting

Identifier	Objective	Meeting Expectation		Progress		Technical Assistance Required		Comments
		Yes	No	Current	Future	Yes	No	
Reporting Requirements	Communicate with system partners with updates as needed	X						
	Attend LWDB board meetings	X						
	Submit written reports	X						
	Other information requested	X						

Monitored by: Vada Phelps

Compliance with the requirements of WIOA, the Uniform Guidance at 2 CFR part 200 and 2 CFR part 2900, and terms and conditions of the contract/agreement with the one-stop operator have been examined.





Signature

Date