City Contract No. 165836--0

MEMORANDUM OF UNDERSTANDING AND INFRASTRUCTURE FUNDING AGREEMENT BETWEEN PHOENIX BUSINESS AND WORKFORCE DEVELOPMENT BOARD AND WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) ONE-STOP PARTNERS

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

I. Authority

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

Additionally, the sharing and allocation of infrastructure costs among one-stop partners is governed by WIOA sec. 121(h), its implementing regulations, and the Federal Cost Principles contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200.

II. Introduction

This MOU is executed between the City of Phoenix, Arizona, a municipal corporation of the State of Arizona (City); the Chief Elected Official of the City or her designee (Mayor/Designee); the Phoenix Business and Workforce Development Board (Board), a local workforce development board as designated by the Governor of the State of Arizona (Governor); and the One-Stop System Partners (Partners) under WIOA. The City, Mayor/Designee, Partners and the Board, are collectively referred to herein as the “Parties” and individually as “Party.”

The One-Stop Operating Budget and Infrastructure Funding Agreement (IFA) establishes a financial plan, including terms and conditions to fund the services and operating costs of the Phoenix LWDA. The Parties agree that joint funding is an essential foundation for an integrated service delivery system and necessary to maintain the LWDA’s high-standard ARIZONA@WORK Job Center network.

The Vision, Mission, System Structure, Terms and Conditions, One-Stop Operating Budget, and Infrastructure Funding Agreement outlined herein reflect the commitment of the Parties to their job seeker and business customers, as well as to the overall Phoenix community.

III. Parties to the MOU

Local Workforce Development Area	City of Phoenix
Local Workforce Development Board	Phoenix Business and Workforce Development Board
Lead Chief Elected Official	Mayor Kate Gallego

ARIZONA@WORK Job Center Co-Located Partners	• Title IB Adult/Dislocated Worker: City of Phoenix Human Services Department Workforce Development Division • Title III: Arizona Department of Economic Security Division of Employment and Rehabilitation Services (DERS) Employment Service Administration • Title IV: Arizona Department of Economic Security, DERS, Vocational Rehabilitation (VR) Services Administration
ARIZONA@WORK Non-Co-Located Partners	• Title IB Youth Service Providers: • Chicanos Por La Causa • Jewish Family and Children's Services • Neighborhood Ministries • Valley of the Sun YMCA • Title II Adult Education Providers: Arizona Department of Education (ADE), Adult Education Services Division • Arizona Center for Youth Resources • Friendly House • Literacy Phoenix • Rio Salado College • Housing and Urban Development: City of Phoenix Housing Department • YouthBuild Service Provider: Chicanos Por La Causa • State Unemployment Insurance: Arizona Department of Economic Security – Unemployment Insurance Administration • Trade Adjustment Act Provider: Arizona Department of Economic Security – Workforce Development Division • Jobs for Veterans State Grants: Arizona Department of Economic Security – Workforce Solutions Administration • Senior Community Service Employment Programs Providers: • Easter Seals • American Association of Retired Persons • TANF Jobs: Arizona Department of Economic Security

IV. Purpose of the MOU and IFA

This MOU is developed to confirm the understanding of the Parties regarding the operation and management of the two ARIZONA@WORK Job Centers in Phoenix. The Board provides local oversight of workforce programming for the Phoenix LWDA. The purpose of this MOU is to define the parameters within which education, workforce, economic development, and other partner programs and entities operating in the Phoenix LWDA create a seamless, customer-focused ARIZONA@WORK Job Center network that aligns service delivery across the board and enhances access to program services. By realizing one-stop opportunities together, the Parties build community-benefiting bridges, rather than silos of programmatic isolation. These partnerships will reduce administrative burden and costs and increase customer access and performance outcomes.

V. Vision and Mission

A. The mission of the Board is to fulfill the Six Purposes of the WIOA.

B. The vision of the Board is that Phoenix provides an inclusive, world-class, sustainable quality of life that delivers opportunities for individuals, businesses, and communities to earn, learn, grow, and prosper.

C. The Parties aim to increase access and opportunities for employment, education, and training that provides industry recognized credentials and support services, particularly for individuals with the greatest barriers to employment, through stronger alignment of the workforce system partners and other community-based services to strengthen the City's workforce system. To accomplish this, the Partners agree to provide an integrated service delivery method that is accessible, customer-focused, and performance-based to equip job seekers and existing workers with high-quality career training and supportive services needed to obtain and maintain a quality job/career path. To accomplish this, the Partners operate as an accessible, customer-focused network providing performance-based career training and supporting services that build a pipeline of skilled workers to meet current and future labor demands. The system supports continuous improvement through evaluation, accountability, best practices, and data-driven decision making.

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

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

2. Excellent Customer Services
   a. Streamline processes to ensure seamless customer service while addressing all customer needs.
   b. Share information among Partners to effectively navigate the customer to appropriate services.
   c. Ensure staff are knowledgeable of resources within the workforce delivery system through comprehensive training and development.
   d. Provide an exceptional customer experience in a professional environment.

3. Strong Regional Economies
   a. Leverage resources to strengthen job and career opportunities in high growth industries within the local area
   b. Customize education and training services to align with current and projected business needs.

VI. Term, Reconciliation, Amendments and Termination

A. Term

1. The Term of this MOU is July 1, 2025 through June 30, 2028, unless terminated earlier as described herein. This MOU will become effective upon execution of the Parties and will be reviewed annually to ensure appropriate funding and delivery of services, and reflect any changes in the signatory officials. Changes to this MOU/IFA may be made by any party with

a 30-day written notification to the designated Title I-B or Title II Partners.

B. Reconciliation

1. Parties will review the MOU twice yearly. At these biannual reviews, should any outstanding amendments to this Agreement require reconciliation for purposes of budgeting, such Amendments will be provided to the Board staff for administrative processing. Nothing in this provision is intended to limit the number of reviews to be performed annually and as needed to address any required amendments.

2. Parties and the Phoenix LWDA Fiscal Agent, the City's Community and Economic Development Department's Management Services Division, will review the Infrastructure Funding Agreement (IFA) annually. The review will include the validation of budgeted costs and a subsequent adjustment based upon actual data. If all actual costs are not reconciled with the Parties prior to the new program year (July 1), an additional reconciliation for the prior program year will occur no later than August 31. Agreed upon revisions will be provided to the Board staff for administrative processing. All Partners must review and sign any amendments to this MOU and IFA.

3. If the Parties fail to reach a mutually agreed upon modification to infrastructure costs under this Agreement, the Parties will attend an in-person meeting at Phoenix City Hall, within 10 business days after the Parties are unable to come to an Agreement on such modification, to resolve the issue. If the Parties are unable to reach agreement at the in-person meeting, the Board will resolve the dispute pursuant to the <u>Workforce Arizona Council's ARIZONA@WORK Job Center MOU and Infrastructure Costs Policy, 02-2023</u>.

C. Amendments

1. Parties may amend this MOU only by written mutual agreement, signed by all Parties. Prior to executing any amendment, the Party requesting the amendment will submit a written 30-day notice of intent to amend or modify this MOU to the Board.

D. Termination

1. All Parties mutually agree to terminate this MOU prior to the end date if:
   a. Federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period. Any Party unable to perform pursuant due to lack of funding as prescribed in this **Section D**, will notify the other Parties as soon as the Party has knowledge that funds may be unavailable for the continuation of activities under this MOU.
   b. WIOA is repealed or superseded by subsequent Federal law.
   c. The LWDA designation is changed under WIOA.
   d. Any Party breaches any provision of this MOU and such breach is not cured within 30 days after receiving written notice from the Board specifying such breach in reasonable detail. Should the breach not be reasonably curable within 30 days, the breaching Party will have the opportunity to extend the period for cure by 90 days, upon showing that the Party is diligently working to cure the breach. In the event of failure to cure, the non-breaching Party or Parties will have the right to terminate this MOU by giving written notice thereof to the Party in breach, upon which termination will go into effect immediately.

VII. ARIZONA@WORK Job Centers

The Phoenix LWDA operates the following comprehensive ARIZONA@WORK Job Centers that are designed to provide a full range of assistance to job seekers and businesses (both in-person and/or virtual). Established under the Workforce Investment Act of 1998 and continued by the WIOA, the centers offer a comprehensive array of services designed to match talent with opportunities. The following are the ARIZONA@WORK Job Centers for purposes of this Agreement:

ARIZONA@WORK City of Phoenix South Job Center	
Local Office Coordinator: AZ DES Staff	Phone: (602) 495-6905
Address: 4635 South Central Avenue Phoenix, AZ 85040	Email: arizonaatwork@phoenix.gov
Operating Hours: Monday-Friday, 8am – 5pm	Website: City of Phoenix - South Job Center | ARIZONA@WORK

ARIZONA@WORK City of Phoenix West Job Center	
Local Office Coordinator: AZ DES Staff	Phone: (602) 495-6906
Address: 3406 North 51st Avenue Phoenix, AZ 85031	Email: arizonaatwork@phoenix.gov
Operating Hours: Monday-Friday, 8am – 5pm	Website: City of Phoenix - West Job Center | ARIZONA@WORK

VIII. Services in the One-Stop System and Delivery Method (20 CFR 678.500)

See **Attachment A**: Infrastructure Funding Agreement (IFA) and **Attachment B**: Shared System Costs Agreement between Title I-B and Title II WIOA System Partners.

IX. One-Stop System Roles and Responsibilities

A. One-Stop Partners will comply with all partner requirements set forth in 20 CFR 678.415.

B. Shared Roles and Responsibilities of all Partners
Each Partner commits to cross-training of staff, as appropriate, and to providing other professional learning opportunities that promote continuous quality improvement. Partners will further promote system integration to the maximum extent feasible through:

1. Effective communication, information sharing, and collaboration with the One-Stop Operator,

2. Joint planning and system design processes,

3. Commitment to the joint mission, vision, goals, strategies, and performance measures,

4. The design and use of common intake, assessment, referral, and case management processes,

5. The use of common and/or linked data management systems and data sharing methods, such as the case management system of record and the referral platform of record, as appropriate,

6. Leveraging resources, including other public agency and non-profit organization services,

7. Participation in a continuous improvement process designed to boost outcomes and increase customer satisfaction, and

8. Participation in Quarterly Partner meetings to exchange information in support of the above and encourage program and staff integration.

9. Provide general assistance and resources for filing initial and continued unemployment claims.

C. The City of Phoenix Housing Department actively collaborates with ARIZONA@WORK and other workforce partners to support residents' employment and training needs. Contributions include sharing information on workforce programs, job fairs, and referrals; assisting residents with resume development and connecting them to HIVE centers for additional support; hosting ARIZONA@WORK job fairs at housing sites and facilitating participation in monthly food pantry events; and maintaining a partnership with the Human Services Department Workforce Division, which provides on-site services at Aeroterra, a public housing site operated by the City of Phoenix Housing Department, twice monthly. The Housing Department also promotes Family Self-Sufficiency initiatives to help residents increase earnings toward living wages and homeownership and continues to refer residents to programs such as iWORK and Job Spotlight at Harmon Library. Through its Housing Support Services (HSS) program, the department focuses on job-driven strategies to enhance earnings and improve employment outcomes, including referrals to work readiness training, employer connections, job placement services, educational advancement, technology skills training, and financial literacy education.

D. Other Responsibilities

1. In general, in addition to the requirement that all Parties comply with all applicable local, state, and Federal laws, all Parties will make sure to comply with the following statutes, regulations and guidance, and all requirements imposed by the regulations issued pursuant to these acts, as applicable.
   a. Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016),
   b. Title VI of the Civil Rights Act of 1964 (Public Law 88-352),
   c. Title IX of the Education Amendments of 1972 (20 U.S.C. § 1681 et seq.; 34 CFR Part 106)
   d. Section 504 of the Rehabilitation Act of 1973, as amended,
   e. The Americans with Disabilities Act of 1990 (Public Law 101-336),
   f. The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor,
   g. The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR part 99),
   h. Confidentiality requirements governing the protection and use of personal information held by the VR agency (34 CFR 361.38),
   i. The confidentiality requirements governing the use of confidential information held by the State Unemployment Insurance (UI) agency (20 CFR part 603),
   j. Uniform Administrative Requirements, Cost Principles, and Audit Requirements (2 CFR Part 200).

The above provisions require, in part, that no persons in the United States will, on the grounds of race, color, national origin, sex, sexual orientation, gender identity and/or expression, age, disability, political beliefs or religion be excluded from participation in, or denied, any aid, care, services or other benefits provided by Federal and/or state funding, or otherwise be subjected to discrimination.

k. Additionally, all Parties will:
   1) Collaborate and reasonably assist each other in the development of necessary service delivery protocols for the services outlined herein.
   2) Agree that the provisions contained herein are made subject to all applicable Federal and state laws, implementing regulations, and guidelines imposed on either or all Parties relating to privacy rights of customers, maintenance of records, and other confidential information relating to customers, and
   3) Agree that all equipment and furniture purchased by any Party for purposes described herein will remain the property of the purchaser after the termination of this MOU.

2. Referrals (20 CFR 678.500(b)(3)
   The primary principle of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers. To facilitate such a system, the Partners agree to:

   a. Familiarize themselves with the basic eligibility and participation requirements, as well as with the available services and benefits offered, for each of the Partners' programs represented in Phoenix LWDA,
   b. Develop materials summarizing their program requirements and making them available for Partners and customers,
   c. Provide substantive referrals to customers who are eligible for supplemental and complementary services and benefits under Partner programs,
   d. Enter referrals through the Board's referral platform of record. If unable to utilize the platform of record, all referrals shall be reported to the One-Stop Operator,
   e. Provide the One-Stop Operator with a point of contact including name, title, and associated phone number and email address, or a universal email address, as the connection point, and keep all contact information current,
   f. Establish co-enrollment opportunities through shared customer contact and relationships between Partner organizations. The objective of co-enrollment is to broaden the service options for participants; respond to unmet training, supportive service, employment needs; and allow Partners to share performance outcomes,
   g. Participate in the One-Stop Operator-led Welcome Function triage by providing current eligibility criteria for their programs and working together to identify and facilitate co-enrollment across all applicable programs and funding streams during a participant's initial one-on-one intake. Partners will continue to assess and recommend additional co-enrollments at subsequent service touchpoints as a participant's needs evolve.
   h. Evaluate ways to improve the referral process, including the use of customer satisfaction surveys, on a regular basis,
   i. Commit to robust and ongoing communication required for an effective referral process, and
   j. Commit to actively follow up on the results of referrals, assuring Partner resources are being leveraged at an optimal level.

3. Data Sharing
   Partners agree that the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers, and job seekers. Additionally, it is vital to develop and maintain an integrated case management system, as appropriate, that informs customer service throughout customers' interaction with the integrated system and allows information collected from customers at intake to be captured once. As such, the Parties agree as

follows:

a. The state required data management system of record is the primary case management and Federal reporting system utilized by the Phoenix LWDA,
b. Adult/Dislocated Worker and Youth program providers enter all required data for eligibility, data validation, and performance reporting according to state guidance,
c. Other Partners with access to the system of record can access the universal information that is created by the individual or staff,
d. Partners that wish to obtain access to the system of record may do so by entering into a data-sharing agreement with the Arizona Department of Economic Security. Each Partner is responsible for all costs associated with data access and agrees to adhere to state and local policies governing confidentiality, data usage, and standards for data entry.

Partners further agree that the collection, use, and disclosure of customers' personally identifiable information (PII) is subject to various requirements set forth in Federal and state privacy laws. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy all of these requirements.

All data, including customer PII, collected, used, and disclosed by Partners will be subject to the following:

e. Customer PII will be properly secured in accordance with the Board's policies and procedures regarding PII.
f. The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under the Family Educational Rights and Privacy Act (FERPA), will comply with FERPA and applicable state privacy laws.
g. All confidential data contained in UI wage records must be protected in accordance with the requirements set forth in 20 CFR part 603.
h. All personal information contained in VR records must be protected in accordance with the requirements set forth in 34 CFR 361.38.
i. Customer data may be shared with other programs, for those programs' purposes, within the ARIZONA@WORK Job Center network only after the informed written consent of the individual has been obtained, where required.
j. Customer data will be kept confidential, consistent with Federal and state privacy laws and regulations.
k. All data exchange activity will be conducted in machine readable format, such as HTML or PDF, for example, and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)).

All Parties to this MOU and IFA will ensure their staff, whether co-located in an ARIZONA@WORK Job Center or operating remotely, are trained in the protection, use, and disclosure requirements governing PII and any other confidential data for all applicable programs, including FERPA-protected education records, confidential information in UI records, and personal information in VR records.

4. Confidentiality

All Parties expressly agree to abide by all applicable Federal, state, and local laws and regulations regarding confidential information, including PII from educational records, such as, but not limited to, 20 CFR Part 603, 45 CFR Section 205.50, 20 USC 1232g and 34 CFR part 99, and 34 CFR 361.38, as well as any applicable state and local laws and regulations. Additionally, in carrying out their respective responsibilities, each Party shall respect and abide by the confidentiality policies and legal requirements of all other Parties.

Each Party will ensure the collection and use of any information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law.

Each Party will ensure access to software systems and files under its control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each Party expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals.

To the extent that confidential, private, or otherwise protected information needs to be shared amongst the Parties for the Parties' performance of their obligations under this MOU, and to the extent that such sharing is permitted by applicable law, the appropriate data sharing agreements will be created, and required confidentiality and ethical certifications will be signed by authorized individuals. With respect to confidential UI information, any such data sharing must comply with all of the requirements in 20 CFR Part 603, including but not limited to requirements for an agreement consistent with 20 CFR 603.10, payments of costs, and permissible disclosures.

With respect to the use and disclosure of FERPA-protected customer education records and the PII contained therein, any such data sharing agreement must comply with all of the requirements set forth in 20 U.S.C. § 1232g and 34 CFR Part 99.

With respect to the use and disclosure of personal information contained in VR records, any such data sharing agreement must comply with all requirements set forth in 34 CFR 361.38.

5. Accessibility (20 CFR 678.500(b)(4))
   To meet the Phoenix LWDA's goals, all ARIZONA@WORK Job Centers and Partner agencies must ensure full access – physical, virtual, and programmatic – to job seekers and businesses, without discrimination on any protected basis.

   a. Physical Locations
      One-stop centers will maintain an inclusive culture and facilities, both indoor and outdoor, that meet current accessible design standards. Locations will be convenient to public transit, offer adequate parking (including disabled-accessible spaces), and provide "equal and meaningful" access within the building.

   b. Virtual Spaces
      The Board and Partners will ensure online information matches what's available in person. Websites and materials must comply with Section 508 accessibility standards and the Plain Writing Act of 2010, and be kept up to date.

   c. Non-Discriminatory Measures
      Partners will not discriminate in employment practices or service delivery on any protected basis. Each Partner must maintain and post up to date nondiscrimination policies, train staff accordingly, and cooperate with local compliance monitoring. Reasonable accommodations – interpreters, screen readers software programs, assistive listening devices, etc. – will be provided to any customer in need.

6. Priority of Service
   All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, when applicable, including, but not limited to:

a. Priority of service for veterans and eligible spouses (covered persons) for qualified job training programs funded by DOL, as required by 38 U.S.C. sec. 4215 and its implementing regulations and guidance.
b. Priority given to recipients of public assistance, other low-income individuals, and individuals who are basic-skills deficient for receipt of WIOA title I Adult program individualized career and training services, as required by WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance.

Partners will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient youth, and English language learners.

7. Outreach

The Board and its Partners will develop and implement a strategic outreach plan that will include, at a minimum:

a. Specific steps to be taken by each partner,
b. An outreach plan to the region's human resources professionals
c. An outreach and recruitment plan to the region's job seekers, including targeted efforts for populations most at-risk or most in need,
d. An outreach and recruitment plan,
e. A plan for out-of-school youth,
f. Sector strategies and career pathways,
g. Connections to registered apprenticeship,
h. A plan for messaging to internal audiences,
i. An outreach tool kit for Partners,
j. Regular use of social media,
k. Clear objectives and expected outcomes, and
l. A plan to leverage any statewide outreach materials relevant to the region.

8. Dispute Resolution

If Partners cannot resolve an issue arising under this MOU, the following process applies. A dispute is any disagreement over interpretation or implementation of the MOU that cannot be resolved informally. The Board Chair (or designee) will coordinate resolution efforts. Any Party may invoke this procedure.

a. All Parties are advised to actively participate in local negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally.
b. Should informal resolution efforts fail, the dispute resolution process must be formally initiated by the Party seeking resolution. The Party must send a notification to the Board Chair (or designee) and all Parties to the MOU regarding the conflict within 10 business days of the date on which the informal efforts were determined unsuccessful.
c. The Board Chair (or designee) will place the dispute on the agenda of a special meeting of the Board. The Board will attempt to mediate and resolve the dispute. Disputes will be resolved by a majority of the Board members present.
d. The decision of the Board will be final and binding unless such a decision is in contradiction of applicable state or Federal laws or regulations governing the Partner agencies.
e. The right of appeal no longer exists when a decision is final. Additionally, final decisions will not be precedent-setting or binding on future conflict resolutions unless they are expressly set forth in this Section.
f. The Board must provide a timely written response and dated summary of the proposed resolution to all Parties to the MOU.

g. The Board Chair (or designee) will contact the Party and any other appropriate Parties to verify that all are in agreement with the proposed Board resolution.

9. Addressing an Impasse
It is expected that Partners will participate in decision-making by consensus. Partners will first meet to seek resolution if consensus cannot be reached. If the matter cannot be resolved, the Parties to the issue will summarize the issue in writing and submit it to Board for mediation. All impacted Board members must recuse themselves if they are a party to the conflict. If recusals result in lack of quorum for the Board, the remaining members of the Board will select as many standing Board members as needed to meet quorum for purposes of mediation. All decisions regarding an impasse will be made within 10 business days of receipt of the written impasse summary and the Board will make a final determination and communicate its decision in writing to the conflicted Parties.

Where resolution cannot be reached, the Board will seek technical assistance from the Arizona Department of Economic Security and follow the Workforce Arizona Council's ARIZONA@WORK Job Center MOU and Infrastructure Costs Policy.

If the Board, chief elected official(s), and one-stop partners do not reach a consensus of sufficiently funding one-stop infrastructure for a program year, the Board will notify the Workforce Arizona Council and Governor by the deadline established under 20 CFR § 678.705(b)(3), thereby initiating the State one-stop infrastructure funding mechanism. Under 20 CFR § 678.730, the Governor, in consultation with the Board, the Workforce Arizona Council, and chief elected official(s), will determine partner contributions, including establishing the one-stop infrastructure budget, the cost-allocation methodology, proportionate shares, and statewide caps. The Board and Partners will document negotiations and provide required materials to the State.

10. Monitoring
The State and the U.S. Departments of Labor, Education, and Health and Human Services, have the authority to conduct fiscal and programmatic monitoring to ensure that:

a. Federal awards are used for authorized purposes in compliance with law, regulations, and state policies,
b. Those laws, regulations, and policies are enforced properly,
c. Performance data are recorded, tracked, and reviewed for quality to ensure accuracy and completeness,
d. Outcomes are assessed and analyzed periodically to ensure that performance goals are met,
e. Appropriate procedures and internal controls are maintained, and record retention policies are followed, and
f. All MOU terms and conditions are fulfilled.

The Board (or its designated staff) will conduct Job Center certification processes and monitor its subrecipients.

All Parties to this MOU should expect regular fiscal and programmatic monitoring to be conducted by each of the above entities, as appropriate.

11. Non-Discrimination and Equal Opportunity
All Parties to this MOU certify that they prohibit, and will continue to prohibit, discrimination and certify that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of: (i) political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national

origin; (ii) sex or age, except when age or sex constitutes a bona fide occupational qualification; or (iii) the physical or mental disability of a qualified individual with a disability. The Parties specifically agree that they will comply with Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule December 2, 2016), the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), the Non-traditional Employment for Women Act of 1991, titles VI and VII of the Civil Rights of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1967, as amended, Title IX of the Education Amendments of 1972, as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37 and 38.

12. Indemnification
    All Parties to this MOU recognize the partnership consists of various levels of government, not-for-profit, and for-profit entities. Each Party to this MOU is responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No Partner assumes any responsibility for any other party, state or non-state, for the consequences of any act or omission of any third party. The Parties acknowledge the Board and the one-stop operator have no responsibility and/or liability for any actions of the one-stop center employees, agents, and/or assignees. Likewise, the Parties have no responsibility and/or liability for any actions of the Board or the one-stop operator.

13. Severability
    If any part of this MOU is found to be null and void or is otherwise stricken, the rest of this MOU will remain in force.

14. Drug and Alcohol-free Workplace
    All Parties to this MOU certify they will comply with the Drug-Free Workplace Act of 1988, 41 U.S.C. 702 et seq., and 2 CFR part 182, which require that all organizations receiving grants from any Federal agency maintain a drug-free workplace. The Party must notify the awarding office if an employee of the recipient is convicted of violating a criminal drug statute. Failure to comply with these requirements may be cause for suspension or debarment under 2 CFR part 180, as adopted by the U.S. Department of Education at 2 CFR 3485, and the U.S. Department of Labor regulations at 29 CFR part 94.

15. Certification Regarding Lobbying
    All Parties will comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. Section 1352), 29 C.F.R. Part 93, and 34 CFR part 82, as well as the requirements in the Uniform Guidance at 2 CFR 200.450. The Parties will not lobby Federal entities using Federal funds and will disclose lobbying activities as required by law and regulations.

16. Debarment and Suspension
    All Parties will comply with the debarment and suspension requirements (Executive Orders 12549 and 12689) and 2 CFR part 180 and as adopted by the U.S. Department of Labor at 29 CFR part 2998 and by the U.S. Department of Education at 2 CFR 3485.

17. Buy American Provision
    Each Party that receives funds made available under title I or II of WIOA or under the Wagner-Peyser Act (29 U.S.C. Section 49, et. seq.) certifies that it will comply with Sections 8301 through 8303 of title 41 of the United States Code (commonly known as the “Buy American Act.”) and as referenced in WIOA Section 502 and 20 CFR 683.200(f).

18. Salary Compensation and Bonus Limitations
    Each Party certifies that, when operating grants funded by the U.S. Department of Labor are

used, it complies with TEGL 05-06, Implementing the Salary and Bonus Limitations in Public Law 109-234, WIOA Adult, Dislocated Worker and Youth Activities Program Allotments for Program Year (PY) 2016; Final PY 2016 Allotments for the Wagner-Peyser Act Employment Service (ES) Program Allotments; and Workforce Information Grants to States Allotments for PY 2016, Public Laws 114-113 (Division H, title I, Section 105) and 114-223, and WIOA section 194(15)(A), restricting the use of Federal grant funds for compensation and bonuses of an individual, whether charged to either direct or indirect, at a rate in excess of the Federal Office of Personnel Management

19. Non-Assignment
    Except as otherwise indicated herein, no Party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of all other Parties.

20. Governing Law
    This MOU will be construed, interpreted, and enforced according to the laws of the State of Arizona. All Parties will comply with all applicable Federal and state laws and regulations, and local laws to the extent that they are not in conflict with state or Federal requirements.

X. Description of Shared Funding

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

The operating budget of the Phoenix LWDA Job Centers, including the infrastructure costs, is the financial plan to which the Partners, CEO, and the Board have agreed to in the MOU, that will be used to achieve their goals of delivering services in the LWDA. The Phoenix LWDA operating budget is the master budget that contains a set of components identifying costs related to the Phoenix LWDA. This includes any additional costs associated with career services and may include other shared operating costs (with the exclusion of the infrastructure costs).

A. Infrastructure Costs - Non-personnel costs necessary for the general operation of the ARIZONA@WORK Job Centers such as:

   1. Rental of the facilities;
   2. Utilities and maintenance;
   3. Equipment, assistive technology for individuals with disabilities, and supplies; and
   4. Costs of the common identifier, which are expenses related to ARIZONA@WORK City of Phoenix brand co-branding, including design, production, installation, and maintenance of signage, logos, digital assets, and other materials that present a unified “ARIZONA@WORK City of Phoenix” identity across all Job Centers and partner-managed sites.

B. Additional and Shared Costs - Costs beyond infrastructure that support career services and the day-to-day operations of the Job Centers and Affiliate Sites, such as:

   1. Shared Welcome Function staffing and training,
   2. Centralized outreach and marketing activities,
   3. Common technology platforms and software licenses, and
   4. Shared administrative functions (e.g. reception, data entry).

All costs will be apportioned among Partners based on each Party's proportionate use of the system and relative benefit received, as agreed in the IFA. Reconciling adjustments will occur annually against actual expenditures.

Attachment A defines the infrastructure costs associated with the Phoenix LWDA South and West Job Centers, as well as the additional and shared costs associated to the ARIZONA@WORK City of Phoenix LWDA. All formal cost sharing agreements are negotiated and executed as one instrument for the relevant parties. All agreements will ensure services are provided seamlessly and without duplication, expand the one-stop system capacity and accurately represent each Partner's contribution to the system. The IFA, Additional Costs and Shared Costs Agreement/Budget will be reconciled bi-annually by the staff that fiscally support the Board against actuals to ensure that Partners are each paying their fair share.

Additional costs may also include the following based upon agreement with the Phoenix LWDA Partners:

1. Initial intake
2. Assessment of needs
3. Appraisal of basic skills
4. Identification of services to meet needs
5. Referrals to other ARIZONA@WORK partners
6. Business services

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

IN WITNESS WHEREOF, the Parties herein have caused this MOU to be executed, effective as of July 1, 2025.

CITY OF PHOENIX, a municipal corporation
Ed Zuercher, City Manager

By: ____________________________
Ryan W. Touhill
Community and Economic Development Director

ATTEST:

____
City Clerk 06/29/2026

APPROVED AS TO FORM:
Julie M. Kriegh, CITY ATTORNEY

By: Micah Ray Alexander
Assistant Chief Counsel

JL

Authority and Signature

Authority and Signature block is required for each Party to this MOU/IFA

By signing my name below, I, Monique Bates, certify that I have read the above document and all of its Attachments in their entirety. All of my questions have been discussed and answered satisfactorily.

My organization is a:

- ☐ Co-located Partner
- ☒ Non Co-located Partner

My signature certifies my understanding of the terms outlined herein and agreement with:

with:

- ☒ The MOU
- ☒ The Operating Budget
- ☒ The Infrastructure Funding Agreement (IFA)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- ☒ The MOU
- ☒ The Operating Budget
- ☒ The Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original and that this MOU/IFA expires:

1. Terminated in accordance with the "Termination" provisions, or
2. Amended in writing by mutual agreement of all Parties.

Signed by:
Monique Bates
B2F195613E8D401...

Signature

3/9/2026

Date

Monique Bates, VP of Operations

Printed Name and Title

AARP Foundation

Agency Name

Please contact Denise Quigley with questions or concerns: dquigley@aarp.org | (202) 434-3050

Agency Phone Number and Email Address

Authority and Signature

An Authority and Signature block is required for each Party to this MOU/IFA.

By signing my name below, I, Anna C. Hunter, certify that I have read the above document and all of its Attachments in their entirety. All of my questions have been discussed and answered satisfactorily.

Organization Type

My organization is a:

- ☒ **Co-located Partner**
- ☐ **Non Co-located Partner**

Agreement of Terms

My signature certifies my understanding of the terms outlined herein and agreement with:

- ☒ **The MOU**
- ☒ **The Operating Budget**
- ☒ **The Infrastructure Funding Agreement (IFA)**

Legal Authority

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- ☒ **The MOU**
- ☒ **The Operating Budget**
- ☒ **The Infrastructure Funding Agreement (IFA)**

Expiration and Execution

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU/IFA expires:

- Terminated in accordance with the "Termination" provisions, or
- Amended in writing by mutual agreement of all Parties.

Signature Block

Signature: [signature]

Printed Name and Title: Anna C. Hunter, Assistant Director

Agency Name: Arizona Department of Economic Security / Division of Employment and Rehabilitation Services

Agency Phone and Email: (602) 542-4910 | ahunter@azdes.gov

Date: April 27, 2026

Authority and Signature

An Authority and Signature block is required for each Party to this MOU/IFA.

By signing my name below, I, Kristen Mackey, certify that I have read the above document and all of its Attachments in their entirety. All of my questions have been discussed and answered satisfactorily.

Organization Type

My organization is a:

- ☑ **Co-located Partner**
- ☐ **Non Co-located Partner**

Agreement of Terms

My signature certifies my understanding of the terms outlined herein and agreement with:

- ☑ **The MOU**
- ☑ **The Operating Budget**
- ☑ **The Infrastructure Funding Agreement (IFA)**

Legal Authority

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- ☑ **The MOU**
- ☑ **The Operating Budget**
- ☑ **The Infrastructure Funding Agreement (IFA)**

Expiration and Execution

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU/IFA expires:

- Terminated in accordance with the "Termination" provisions, or
- Amended in writing by mutual agreement of all Parties.

Signature Block

Signature: Kristen Mackey

Printed Name and Title: Kristen Mackey, Title IV Administrator

Agency Name: Rehabilitation Services Administration

Agency Phone and Email: 602-542-3332 azrsa@azdes.gov

Date: 04/16/2026

Authority and Signature

Authority and Signature block is required for each Party to this MOU/IFA

By signing my name below, I, Janice Bradford, certify that I have read the above document and all of its Attachments in their entirety. All of my questions have been discussed and answered satisfactorily.

My organization is a:

- [x] Co-located Partner
- [ ] Non Co-located Partner

My signature certifies my understanding of the terms outlined herein and agreement with:
with:

- [x] The MOU
- [ ] The Operating Budget
- [ ] The Infrastructure Funding Agreement (IFA)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- [x] The MOU
- [ ] The Operating Budget
- [ ] The Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original and that this MOU/IFA expires:

1. Terminated in accordance with the "Termination" provisions, or
2. Amended in writing by mutual agreement of all Parties.

Janice Bradford
Signature

1/30/2026
Date

Janice Bradford
Printed Name and Title

Vocational Rehabilitation -RSA
Agency Name

480 589 9908 mbradford@azdes.gov
Agency Phone Number and Email Address

Authority and Signature

Authority and Signature block is required for each Party to this MOU/IFA

By signing my name below, I, Beverly Wilson, certify that I have read the above document and all of its Attachments in their entirety. All of my questions have been discussed and answered satisfactorily.

My organization is a:

☐ Co-located Partner
☒ Non Co-located Partner

My signature certifies my understanding of the terms outlined herein and agreement with:

☒ The MOU
☒ The Operating Budget
☒ The Infrastructure Funding Agreement (IFA)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

☒ The MOU
☒ The Operating Budget
☒ The Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original and that this MOU/IFA expires:

1. Terminated in accordance with the "Termination" provisions, or
2. Amended in writing by mutual agreement of all Parties.

Beverly Wilson
Signature

6/1/2026
Date

Beverly Wilson, Deputy Associate Supt. - Adult Education & HSE Services
Printed Name and Title

AZ Department of Education
Agency Name

Beverly.Wilson@azed.gov
Agency Phone Number and Email Address

Authority and Signature

Authority and Signature block is required for each Party to this MOU/IFA

By signing my name below, I, Titus Mathew, certify that I have read the above document and all of its Attachments in their entirety. All of my questions have been discussed and answered satisfactorily.

My organization is a:

- [x] Co-located Partner
- [ ] Non Co-located Partner

My signature certifies my understanding of the terms outlined herein and agreement with:

with:

- [x] The MOU
- [ ] The Operating Budget
- [x] The Infrastructure Funding Agreement (IFA)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- [x] The MOU
- [ ] The Operating Budget
- [x] The Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original and that this MOU/IFA expires:

1. Terminated in accordance with the "Termination" provisions, or
2. Amended in writing by mutual agreement of all Parties.

TMathew
Signature

3/4/26
Date

Titus Mathew, Housing Director
Printed Name and Title

City of Phoenix Housing Department
Agency Name

602-262-4924 titus.mathew@phoenix.gov
Agency Phone Number and Email Address

Authority and Signature

Authority and Signature block is required for each Party to this MOU/IFA

By signing my name below, I, Jacqueline Edwards , certify that I have read the above document and all of its Attachments in their entirety. All of my questions have been discussed and answered satisfactorily.

My organization is a:

- ☒ Co-located Partner
- ☐ Non Co-located Partner

My signature certifies my understanding of the terms outlined herein and agreement with:

w
i ☒ The MOU
t ☒ The Operating Budget
h ☒ The Infrastructure Funding Agreement (IFA)
:

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- ☒ The MOU
- ☒ The Operating Budget
- ☒ The Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original and that this MOU/IFA expires:

1. Terminated in accordance with the "Termination" provisions, or
2. Amended in writing by mutual agreement of all Parties.

[signature] 3/12/26

Signature Date

Jacqueline Edwards, City of Phoenix Human Services Director

Printed Name and Title

City of Phoenix Human Services Department Workforce Development Division

Agency Name

602-495-6906 arizonaatwork@phoenix.gov

Agency Phone Number and Email Address

Authority and Signature

Authority and Signature block is required for each Party to this MOU/IFA

By signing my name below, I, Lorrie Henderson, PH.D.,MBA LCSW, certify that I have read the above document and all of its Attachments in their entirety. All of my questions have been discussed and answered satisfactorily.

My organization is a:

☐ Co-located Partner

X Non Co-located Partner

My signature certifies my understanding of the terms outlined herein and agreement with:

with:

☐ The MOU

☐ The Operating Budget

☐ The Infrastructure Funding Agreement (IFA)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

☐ The MOU

☐ The Operating Budget

☐ The Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original and that this MOU/IFA expires:

1. Terminated in accordance with the "Termination" provisions, or
2. Amended in writing by mutual agreement of all Parties.

Signature

02/06/2026

Date

Lorrie Henderson, Ph.D., MBA, LCSW, President & CEO

Printed Name and Title

Jewish Family & Children's Service, Inc.,

Agency Name

(602) 279-7655 Lorrie.Henderson@jfcsaz.org

Agency Phone Number and Email Address

Authority and Signature

Authority and Signature block is required for each Party to this MOU/IFA

By signing my name below, I, Jeremy Wood, certify that I have read the above document and all of its Attachments in their entirety. All of my questions have been discussed and answered satisfactorily.

My organization is a:

- [ ] Co-located Partner
- [x] Non Co-located Partner

My signature certifies my understanding of the terms outlined herein and agreement with:

with:

- [x] The MOU
- [x] The Operating Budget
- [x] The Infrastructure Funding Agreement (IFA)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- [x] The MOU
- [x] The Operating Budget
- [x] The Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original and that this MOU/IFA expires:

1. Terminated in accordance with the "Termination" provisions, or
2. Amended in writing by mutual agreement of all Parties.

Signature: [signature] Date: 2/19/2026

Jeremy Wood - Executive Director and Secretary
Printed Name and Title

Neighborhood Minsitries, Level Up Youth Workforce (WIOA Title 1B)
Agency Name

jeremy.wood@nmphx.com / 602-718-1173 480-229-5387 updated
Agency Phone Number and Email Address

Authority and Signature

Authority and Signature block is required for each Party to this MOU/IFA

By signing my name below, I, Patrick Fitzhugh, certify that I have read the above document and all of its Attachments in their entirety. All of my questions have been discussed and answered satisfactorily.

My organization is a:

- [ ] Co-located Partner
- [ ] Non Co-located Partner

My signature certifies my understanding of the terms outlined herein and agreement with:

- [x] The MOU
- [x] The Operating Budget
- [x] The Infrastructure Funding Agreement (IFA)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- [x] The MOU
- [x] The Operating Budget
- [x] The Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original and that this MOU/IFA expires:

1. Terminated in accordance with the "Termination" provisions, or
2. Amended in writing by mutual agreement of all Parties.

Patrick Fitzhugh
Patrick Fitzhugh (Jun 5, 2026 09:59:14 PDT)

Signature

06/05/2026

Date

Patrick Fitzhugh

Printed Name and Title

Phoenix Business and Workforce Development Board

Agency Name

Agency Phone Number and Email Address

Authority and Signature

Authority and Signature block is required for each Party to this MOU/IFA

By signing my name below, I, Connie Nelson-Askew, certify that I have read the above document and all of its Attachments in their entirety. All of my questions have been discussed and answered satisfactorily.

My organization is a:

- [X] Co-located Partner
- [ ] Non Co-located Partner

My signature certifies my understanding of the terms outlined herein and agreement with:

- [X] The MOU
- [X] The Operating Budget
- [X] The Infrastructure Funding Agreement (IFA)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- [X] The MOU
- [X] The Operating Budget
- [ ] The Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original and that this MOU/IFA expires:

1. Terminated in accordance with the "Termination" provisions, or
2. Amended in writing by mutual agreement of all Parties.

Connie Nelson-Askew — 01/26/2026

Signature — Date

Connie Nelson-Askew, CAO

Printed Name and Title

Valley of the Sun Young Men's Christian Association

Agency Name

602-257-5178 clnelson@vosymca.org

Agency Phone Number and Email Address

Attachment A
ARIZONA@WORK City of Phoenix LWDA Infrastructure Funding Agreement (IFA)

The Parties intend this **Attachment A** to fulfill the required IFA elements described in 20 CFR 678.755(b)-(f).

1. **Identification of Budget, Allocation methodology, and Reconciliation**
This **Attachment A** includes the Infrastructure and Shared Services Operating Budget (the "Operating Budget"). The Operating Budget will be reconciled annually against actual expenditures and adjusted as necessary to reflect the cost allocation methodology described below. All allocations and adjustments will comply with 2 CFR Part 200.

   A. Allocation method (summary)
      - Infrastructure line items (rent, utilities, janitorial, building maintenance, property insurance, major shared equipment) will be allocated by Assigned Dedicated Space (square footage [Sq Ft]) according to the formula: Partner % = Partner Assigned Dedicated Sq Ft ÷ Sum of All Partners' Assigned Dedicated Sq Ft for each Job Center. Partner $ share = Partner % × line item cost.
      - Usage-based items (digital platforms and virtual lobby) will be allocated by verified Lobby Management Tool analytics usage counts for the two Job Centers.
      - Program-specific set-asides will follow the contract/grant language for that program (for example, Title II set-aside rules).

   B. Reconciliation schedule and mechanics
      - Inputs certified by Partners by May 31 each year.
      - Phoenix LWDA Fiscal Agent produces reconciliation report by August 31 each year, with invoices or credits issued.
      - Partners pay reconciled shortfalls within 30 days' receipt of reconciliation report. Late payments may be subject to interest and escalation to the Board.
      - Required supporting documentation for reconciliation is listed in Section X of the MOU and retained for audit per 2 CFR Part 200.

2. **IFA Sections**

   - Exhibit 1: ARIZONA@WORK City of Phoenix One-Stop Partners (Co-located and Non-co-located), Chief Executive Official, and the Phoenix Board Participating in the IFA.

   - Exhibit 2: ARIZONA@WORK City of Phoenix Operating Budget: Infrastructure Costs

   - Exhibit 3: ARIZONA@WORK City of Phoenix Operating Budget: Additional Costs (Applicable Career Services)

   - Exhibit 4: ARIZONA@WORK City of Phoenix 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

Exhibit 1: ARIZONA@WORK City of Phoenix One-Stop Partners (Co-located and Non-Co-located), Chief Executive Official, and the Phoenix Board Participating in the IFA		
Local Workforce Development Board: Patrick Fitzhugh, Chair Director, Regional Site Management for USAA 1 Norterra Drive Phoenix, AZ 85085 patrick.fitzhugh@usaa.com		
Delegated Authority of Mayor's Designee Point of Contact: Ryan W. Touhill, Director City of Phoenix Community and Economic Development Department 200 W. Washington St. 20th Fl. Phoenix, AZ 85003		
Required WIOA and ARIZONA@WORK Job Center Partner	**ARIZONA@WORK One-Stop Partner Serving Local Area**	**Point of Contact**
Adult, Dislocated Worker (DW) Programs under Title IB of WIOA	City of Phoenix, Human Services Department	Jovanna Parkhouse City of Phoenix Human Service Deputy Director, Workforce Development Division 200 W. Washington St. 19th Floor Phoenix, AZ 85003 jovanna.parkhouse@phoenix.gov
Youth Programs under Title I-B of WIOA	Chicanos Por La Causa, Inc.	Andres Contreras andres.contreras@cplc.org
	Jewish Family and Children's Service, Inc.	Lorrie Henderson lorrie.henderson@jfcsaz.org
	Neighborhood Ministries Inc.	Jeremy Wood Jeremy.wood@nmphx.com
	Valley of the Sun Young Men's Christian Association	Libby Corral lncorral@vosymca.org
YouthBuild under Title I of WIOA	Chicanos Por La Causa (Grantee)	Terence Pinkston 619 N. 7th Avenue, Building B Phoenix, AZ 85007 (480)356-3306 terence.pinkston@cplc.org
Adult Education and Family Literacy Act programs under Title II of WIOA	Arizona Department of Education	Beverly Wilson State Director, Adult Education and High School Equivalency Services Arizona Department of Education Office (602) 364-2707 beverly.wilson@azed.gov

Exhibit 1: ARIZONA@WORK City of Phoenix One-Stop Partners (Co-located and Non-Co-located), Chief Executive Official, and the Phoenix Board Participating in the IFA		
Wagner Peyser under Title III of WIOA	Arizona Department of Economic Security - Workforce Solutions Administration	Kevin Herring Administrator Office: (520) 910-1896 kherring@azdes.gov
State Unemployment Insurance (UI)	Arizona Department of Economic Security - Unemployment Insurance Administration	Sandra Canez Administrator 1789 W. Jefferson Street Mail Drop: 5111 Phoenix, AZ 85007 Office: (480) 868-7136 sandracanez@azdes.gov
Trade Adjustment Act (TAA) under Title II of Trade Act	Arizona Department of Economic Security - Workforce Development Administration	Chevera Trillo Administrator Office: (480) 487-7806 ctrillo@azdes.gov
Jobs for Veterans State Grants (JVSG) under Title 38. U.S.C	Arizona Department of Economic Security - Workforce Solutions Administration	Kevin Herring Administrator Office: (520) 910-1896 kherring@azdes.org
Vocational Rehabilitation under Title IV of WIOA	Arizona Department of Economic Security - Rehabilitation Services Administration	Janice Bradford 3800 N. Central Ave. B-100 Phoenix, AZ 85012 Office: (602) 470-1802 mbradford@azdes.gov Kristen Mackey Administrator 1789 W. Jefferson St. Phoenix, AZ 85007 Office: (480) 665-6736
Senior Community Service Employment Programs (SCSEP)—National Grantees under Title V of Older Americans Act	Easter Seals	Alfred Jernigan Easter Seals Office: (602) 841-0403 ajernigan@aarp.org
Senior Community Service Employment Programs (SCSEP)—State	AARP	Alfred Jernigan AARP Office: (602) 841-0403 ajernigan@aarp.org

Exhibit 1: ARIZONA@WORK City of Phoenix One-Stop Partners (Co-located and Non-Co-located), Chief Executive Official, and the Phoenix Board Participating in the IFA		
Housing and Urban Development---Employment and Training Programs	City of Phoenix, Housing Department	Titus Mathew Director 251 W. Washington St. 4th Floor Phoenix, AZ 85003 Office: (602) 262-6794 Zona Pacheco Deputy Housing Director 1150 S. 7th Ave. Phoenix, AZ 85007 Office: (602) 534-1548 zona.pacheco@phoenix.gov
Temporary Assistance for Needy Families (TANF) employment and training under Part A of Title IV of Social Security		
TANF Jobs	Equus	Regional Director Priscilla Zuniga Cell: (858) 330-9069 priscilla.zuniga@equusworks.com Program Manager: Equus Eduardo Soto Office: (602) 887-4644 Cell: (480) 788-0285 eduardo.soto@equusworks.com eduardosoto@azdes.gov

[1] 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 one-stop center. ARIZONA@WORK Job Center Vision and Structure Of One Stop Delivery System Policy

[2] Providers are subject to change due to competitive procurement processes and/or budgetary constraints.

Exhibit 2a: ARIZONA@WORK City of Phoenix Operating Budget: Infrastructure Costs

ARIZONA@WORK Comprehensive Job Center: **South - 4635 D Central Ave., Phoenix, AZ** **(Name/Location)**

Or

Affiliate Site/Specialized Center: ______________________ **(Name/Location)**

Cost Category/Line Item	Line Item Cost Detail	Cost
Rent		
Rental of Facilities		
Subtotal: Rental Costs		-
Utilities and Maintenance		
Electric		32,487.00
Water		9,034.80
Sewer Connections		6,941.96
Facility Maintenance Contract		184,938.13
Security Contract		179,605.03
Subtotal: Utilities and Maintenance Costs		**413,006.92**
Equipment		
Subtotal: Equipment Costs		-
Technology to Facilitate Access to the ARIZONA@WORK Job Center		
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		
Website Address: ______ (Does not include data systems or case management systems specific to individual program partners.)	rizonaatwork.com/locations/city-phoenix/city-phoen	
Subtotal: Technology to Facilitate Access Costs		-
Supplies to Support the General Operation of the ARIZONA@WORK Job Center (Local Option, If Agreed By All Colocated ARIZONA@WORK Job Center Partners)		
Document Shredding & Destruction Services		1,950.00
Medical Supplies		640.75
Misc. Operating Supplies		681.83
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center		**3,272.58**
Common Identifier Costs (Local Option, If Agreed By All Colocated ARIZONA@WORK Job Center Partners)		
Creating New Signage		
Updating Templates/Materials		
Subtotal: Common Identifier		-
SUMMARY OF TOTAL INFRASTRUCTURE COSTS TO BE SHARED BY COLOCATED ARIZONA@WORK Job Center PARTNERS		
Cost Category		**Total Cost**

Subtotal: Rental Costs	**-**
Subtotal: Utilities and Maintenance Costs	**413,006.92**
Subtotal: Equipment Costs	**-**
Subtotal: Technology to Facilitate Access Costs	**-**
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center	**3,272.58**
Subtotal: Common Identifier Costs	**-**
TOTAL INFRASTUCTURE COSTS FOR THIS LOCATION	**416,279.50**

Cost Category/Line Item	Line Item Cost Detail	Cost
Exhibit 2b: ARIZONA@WORK City of Phoenix Operating Budget: Infrastructure Costs		
ARIZONA@WORK Comprehensive Job Center:	**West - 3406 N 51st Ave., Phoenix, AZ** Or	**(Name/Location)**
Affiliate Site/Specialized Center:		**(Name/Location)**
Rent		
Rental of Facilities		
Subtotal: Rental Costs		-
Utilities and Maintenance		
Electric		24,952.00
Gas		4,647.34
Water		846.71
Sewer Connections		3,654.70
Facility Maintenance Contract		37,969.22
Security Contract		64,174.37
Subtotal: Utilities and Maintenance Costs		**136,244.34**
Equipment		
Subtotal: Equipment Costs		-
Technology to Facilitate Access to the ARIZONA@WORK Job Center		
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		
Website Address: (Does not include data systems or case management systems specific to individual program partners.)	arizonaatwork.com/locations/city-phoenix/city-phoer	
Subtotal: Technology to Facilitate Access Costs		-
Supplies to Support the General Operation of the ARIZONA@WORK Job Center (Local Option, If Agreed By All Colocated ARIZONA@WORK Job Center Partners)		
Security Supplies		682.11
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center		**682.11**
Common Identifier Costs (Local Option, If Agreed By All Colocated ARIZONA@WORK Job Center Partners)		
Creating New Signage		
Updating Templates/Materials		
Subtotal: Common Identifier		-
SUMMARY OF TOTAL INFRASTRUCTURE COSTS TO BE SHARED BY COLOCATED ARIZONA@WORK Job Center PARTNERS		

Cost Category	Total Cost
Subtotal: Rental Costs	-
Subtotal: Utilities and Maintenance Costs	136,244.34
Subtotal: Equipment Costs	-
Subtotal: Technology to Facilitate Access Costs	-
Subtotal: Supplies to Support the General Operation of the ARIZONA@WORK Job Center	682.11
Subtotal: Common Identifier Costs	-
TOTAL INFRASTUCTURE COSTS FOR THIS LOCATION	**136,926.45**

Exhibit 2c: ARIZONA@WORK City of Phoenix Operating Budget: Percentage of Colocated Partner's Occupancy

ARIZONA@WORK Job Center Location: South - 4635 S Central Ave., Phoenix, AZ

Total Square Footage of the ARIZONA@WORK Job Center: 22,400 Square Feet

Total Square Footage of Dedicated/Assigned Space For All Colocated ARIZONA@WORK Partners: 6,722 Square Feet

	Colocated ARIZONA@WORK Job Center Partners	Square Footage of the ARIZONA@WORK Job Center Partner's Dedicated/Assigned Space	ARIZONA@WORK Job Center Partner's Dedicated Space as a % of All Colocated ARIZONA@WORK Job Center Partner's Space
1	City of Phoenix - Title I-B	3,722.63	16.60%
2	EQUUS - TANF	316.19	1.40%
3	DERS WDA MFSW	928.80	4.10%
4	DERS RSA	627.44	2.80%
5	DERS DVOP	338.42	1.50%
6	DERS WSA ES	788.00	3.50%
7	Adult Education		0.00%
8	Vocational Rehabilitation		0.00%
9	Other Colocated Partner:		0.00%
10	Other Colocated Partner:		0.00%
11	Other Colocated Partner:		0.00%
	Total Percentage of the Designated/Assigned Space of all Colocated ARIZONA@WORK Job Center Partners		***29.90%***

Exhibit 2d: ARIZONA@WORK City of Phoenix Operating Budget: Percentage of Colocated Partner's Occupancy

ARIZONA@WORK Job Center Location: **West - 3406 N 51st Ave., Phoenix, AZ**

Total Square Footage of the ARIZONA@WORK Job Center: **11,240** **Square Feet**

Total Square Footage of Dedicated/Assigned Space For All Colocated ARIZONA@WORK Partners: **9,385** **Square Feet**

	Colocated ARIZONA@WORK Job Center Partners	Square Footage of the ARIZONA@WORK Job Center Partner's Dedicated/Assigned Space	ARIZONA@WORK Job Center Partner's Dedicated Space as a % of All Colocated ARIZONA@WORK Job Center Partner's Space
1	City of Phoenix - Title I-B	6,592.97	58.70%
2	DERS RSA	174.26	1.60%
3	DERS WSA DVOP	174.26	1.60%
4	DERS WSA ES	2,443.61	21.70%
5	JVSG		0.00%
6	MSFW		0.00%
7	Adult Education		0.00%
8	Vocational Rehabilitation		0.00%
9	Other Colocated Partner:		0.00%
10	Other Colocated Partner:		0.00%
11	Other Colocated Partner:		0.00%
Total Percentage of the Designated/Assigned Space of all Colocated ARIZONA@WORK Job Center Partners			***83.60%***

Exhibit 2e: ARIZONA@WORK City of Phoenix Operating Budget: Proportinate Share of Costs

ARIZONA@WORK Job Center Location: South - 4635 S Central Ave., Phoenix, AZ

Total Infrastructure Costs for This ARIZONA@WORK Job Center: $ 416,279.50 *(See Attachment B3)*

	Colocated ARIZONA@WORK Job Center Partner	ARIZONA@WORK Job Center Partner's Dedicated Space as a % of All Colocated ARIZONA@WORK Job Center Partner's 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
1	City of Phoenix - Title I-B	16.60%	69,102.40	69,102.40	-
2	EQUUS - TANF	1.40%	5,827.91		5,827.91
3	DERS WDA MFSW	4.10%	17,067.46		17,067.46
4	DERS RSA	2.80%	11,655.83		11,655.83
5	DERS DVOP	1.50%	6,244.19		6,244.19
6	DERS WSA ES	3.50%	14,569.78		14,569.78
7	Adult Education	0.00%	-		-
8	Vocational Rehabilitation	0.00%	-		-
9	Other Colocated Partner:	0.00%	-		-
10	Other Colocated Partner:	0.00%	-		-
11	Other Colocated Partner:	0.00%	-		-
	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)*			**69,102.40**	**55,365.17**

Exhibit 2f: ARIZONA@WORK City of Phoenix Operating Budget: Proportinate Share of Costs

ARIZONA@WORK Job Center Location: West - 3406 N 51st Ave., Phoenix, AZ

Total Infrastructure Costs for This ARIZONA@WORK Job Center: $ 136,926.45 *(See Attachment B3)*

	Colocated ARIZONA@WORK Job Center Partner	ARIZONA@WORK Job Center Partner's Dedicated Space as a % of All Colocated ARIZONA@WORK Job Center Partner's 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
1	City of Phoenix - Title I-B	58.70%	80,375.83	80,375.83	-
2	DERS RSA	1.60%	2,190.82		2,190.82
3	DERS WSA DVOP	1.60%	2,190.82		2,190.82
4	DERS WSA ES	21.70%	29,713.04		29,713.04
5	JVSG	0.00%	-		-
6	MSFW	0.00%	-		-
7	Adult Education	0.00%	-		-
8	Vocational Rehabilitation	0.00%	-		-
9	Other Colocated Partner:	0.00%	-		-
10	Other Colocated Partner:	0.00%	-		-
11	Other Colocated Partner:	0.00%	-		-
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)*				**80,375.83**	**34,094.68**

Exhibit 3: ARIZONA@WORK City of Phoenx Operating Budget - Additional Costs (Applicable Career Services)							
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 cost, including personnel, related to the administration and delivery of these services.							
Applicable Career Services	**T-I Adult**	**T-I DW**	**T-I Youth**	**T-II AEL**	**T-III WP**	**T-IV VR**	**VETS**
Basic Career Services: T-I Eligib/Initial Asses Outreach, Intake, Orient Labor Exch/Job Search Referrals/LMI Support Service Info UI Info/Fin Aid Info	249,390.06	117,209.50	1,232,248.00	36,162.00	201,742.00	1,459,732.00	80,997.00
Individualized Career Services: Comp Assesment/IEP Career Plan/Counsel Short-Term Prevoc Internship/Wk Exper Financial Literacy IET/ELA/WF Prep	2,102,452.94	2,695,818.50	1,232,248.00	165,708.00	428,380.00	18,461,752.00	80,997.00
TOTAL	**2,351,843.00**	**2,813,028.00**	**2,464,496.00**	**201,870.00**	**630,122.00**	**19,921,484.00**	**161,994.00**

Exhibit 3: ARIZONA@WORK City of Phoenx 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			
(Identify the Type of Cost)			
	Line Item	**Budget Detail**	**Cost**
1	Occupational Training	Adult/DW/Youth Training Services	302,567.00
2	One-Stop-Operator Costs	IRC Contract	550,000.00
3	Lobby Management System	Virtual One Stop (VOS)	17,750.00
4			
5			
6			
7			
8			
9			
10			
11			
Total Budget for This Shared Cost			**870,317.00**

Agreed Upon Cost Allocation Methodology to Share This Cost

• The Phoenix and Workforce Development Board (Board) and Title I-B may bill Title II programs for the following shared system costs that align with the shared responsibilities outlined in this MOU/IFA.

1. Direct services to shared customers up to 90% of the total Adult Education Workforce System funds.

a. Individualized Career Services

b. This may include Occupational Training Services from Adult-DW or Youth service providers (amount per shared customer will be aligned to the current policy for the Title I-B funding cap).

2. 10% of funds will be used to support the shared costs of the One Stop Operator. The PWDB can invoice Title II for these funds at the beginning of each program year.

3. Any unused workforce set-aside funds that are not expended by May 1 may be used to support the One Stop Operator services, or other collaborations and initiatives, ensuring it is to the benefit of Title II participants or programs.

• To facilitate the referral and tracking of co-registrations and co-enrollments, the Title II and Title I-B programs will utilize the Board's designated referral system.

• Direct services to shared customers and referrals will be conducted year-round. Title I-B will invoice the Title II provider for shared costs outlined in this agreement. Funds will be disbursed from Title II to Title I-B within 45 days of the invoice date. Allowable funds per fiscal year must be dispersed from Title II by June 30th annually.

• The Title II Program Directors, or designees, and Title I-B representatives will report co-enrollment outcomes (i.e., number of shared customers in services, number of shared customers who achieved an industry-recognized credential) annually by September 30th for the previous program year. Shared system activities will strive to achieve a year-over-year increase in shared customers with year one as a baseline year, based on available funding.

• The Title II Program Directors, or designess, and Title I-B representatives will report data annually to the PWDB. This helps the local workforce board fulfill its responsibilities of ongoing efforts in the local area to identify and promote proven and promising strategies, oversee programs, including appropriate use, manage and invest funds, and coordinate with education providers.

Proportionate Share for ARIZONA@WORK Job Center Partners Agreeing to Share These Costs *(Identify the Type of Cost)*					
	Partners Agreeing	**Agreed Methodology**	**Initial Partner Share**	**Amount in Cash**	**Amount in Non-Cash**
1	Title II - Adult Education	90% Individualized Career Services; 10% One-Stop-Operator	184,120.00	184,120.00	
2	Title III - Wagner-Peyser				
3	Title IV - Vocational Rehabilitation				
4	VETS				
5					
6					
7					
8					
9					
10					
11					
Total Budget for This Shared Cost			**184,120.00**	**184,120.00**	**-**

Attachment B
Arizona Department of Education-Adult Education Services and Title II Adult Education and Literacy Programs Providing Services in the City of Phoenix and ARIZONA@WORK City of Phoenix Title I-B

Shared System Costs: Title I-B and Title II - WIOA System Partners

A. PURPOSE

The purpose of this agreement is to define parameters whereby the workforce system core partners ensure a seamless, customer-focused ARIZONA@WORK - City of Phoenix system that aligns integrated service delivery across Title I-B and Title II, providing high-quality services, accountability, and transparency for the co-enrollment of Title II customers in Title I-B services, and ensuring Title I-B refers customers to Title II programs. This agreement increases the partners' ability to support customer participation in career training programs and employment opportunities in high-demand industries in the local workforce area. This document outlines the "other shared costs" section located in the Infrastructure Funding Agreement (IFA) as it relates to the Workforce Innovation and Opportunity Act (WIOA) 107(d) and 20 CFR 678.760 of the City of Phoenix Memorandum of Understanding. This agreement clarifies the parameters by which Title I-B staff may receive funds from Title II to meet the needs of shared customers.

B. OVERVIEW

The Arizona Department-Adult Education Services (ADE-AES) awards WIOA Title II grant funds to approved Title II adult education programs. These grant awards include required WIOA workforce set-aside funds of up $184,120 annually, to support expenses associated with the co-enrollment of customers who receive services in the City of Phoenix local workforce area. In FY 2025-2028 WIOA Title II Adult Education grant cycle, one of the priorities is to share training costs for Title II customers enrolled in Integrated Education and Training (IET) Programs, as listed on the ETPL for in-demand industries in the City of Phoenix. Per WIOA Title II, IET is a service approach to provide adult education and literacy activities, concurrently and contextually (integrated), with workforce preparation activities and workforce training in an occupation or occupational cluster for the purpose of educational and career advancement. Required IET components include: 1) adult education and literacy activities; 2) workforce preparation skills and activities; and 3) workforce training. Instruction is based on occupationally relevant resources and materials for the purpose of educational and career advancement. IET participation is intended for eligible individuals at all skill levels, including adults with low academic skills and English Language Learners. The shared system goal is to increase the number of shared customers in Title I-B and Title II programs and to provide supportive benefits and services, including employment opportunities to shared customers, to include opportunity youth ages 16-24. Title I-B and Title partners will respect and support the individual choices of shared customers seeking assistance and services.

C. SHARED RESPONSIBILITIES & SERVICES

Title II and Title I-B will engage in shared responsibilities and services for shared customers to increase federal core goals achievement year-over-year as outlined under WIOA, including:

- The number of customers who are employed in the 2nd quarter after program exit,
- The number of customers who are employed in the 4th quarter after program exit,
- The median earnings during the 2nd quarter after exit,
- Credential attainment,
- Measurable Skill Gains, and
- Effectiveness in serving employers.

Adult education customers receive priority service under TEGL 10-16 based on basic skills deficiencies that qualify them for Title II WIOA programs regardless of income status.

Title II provides an equitable portion of its shared Adult Education Workforce System funding up to $184,120 Title I-B to support direct support services for co-enrolled customers, including individualized career services for shared customers to obtain or retain employment and may include occupational training services. Title II programs have developed IET career training pathway programs aligned to the in-demand sectors in the local workforce region. Title II workforce funds will be used to extend the existing Title I-B funds allocated for ETPL career training costs.

Arizona Department of Education will allocate workforce set-aside funds for each year of this MOU; ARIZONA@WORK City of Phoenix will not invoice providers above those allocations.

1. **Title II:** Arizona Center for Youth Resources (ACYR), Friendly House, Inc., Literacy Volunteers of Maricopa County DBA Literacy Phoenix, and Maricopa County Community College District for Rio Salado College
   a. Title II will use Title I-B outreach materials to provide introductory-level service information to Title II customers and refer qualifying customers to Title I-B youth or adult services for Arizona Job Connection registration and enrollment support. Title II will contribute customer success stories as a result of the collaborative program service.
   b. Title II will contribute shared Adult Education Workforce System funds to Title I-B to support shared customers.
   c. Title II will provide workforce employability skills training for customers to prepare them for the co-enrollment process, which may include
      1) Classes and instruction for GED® Test Prep and English for Speakers of Other Languages (ESOL) that include integration of Employment Skills
      2) Career assessments in 'Pipeline AZ'
      3) Career information sessions with College & Career Navigators
      4) O*NET Interest Profiler at 'My Next Move'
      5) Career services workshops on job search, resume, cover letter, and interviewing skills

2. **Title I-B:** City of Phoenix ARIZONA@WORK Adult, Dislocated Worker, and Youth Programs
   a. Title I-B will provide outreach materials for ARIZONA@WORK service information, including Title II services and information for eligible customers.
   b. Title I-B will contribute shared training costs, based on funding, to extend the existing ETPL career training costs for Title II adult education shared customers. Title I-B will accept Title II employability skills training to satisfy the ARIZONA@WORK eligibility prerequisites, provide sustained follow-up for registered customers, and provide career services for opportunity youth and adult shared customers.
   c. Title I-B will upon request and availability participate in Title II location visits and/or community fairs to provide ARIZONA@WORK service information to potential shared customers.

3. **Fund Allocations and Metrics**: The Phoenix Business and Workforce Development Board (Board) and Title I-B may bill Title II programs for the following shared system costs that align with the shared responsibilities outlined in this MOU/IFA.
   a. Direct services to shared customers up to 90% of the total Adult Education Workforce System funds.
      1) Individualized Career Services
      2) This may include Occupational Training Services from Adult-DW or Youth service providers (amount per shared customer will be aligned to the current policy for the Title I-B funding cap).
   b. Ten percent (10%) of funds will be used to support the shared costs of the One Stop Operator. The Board can invoice Title II for these funds at the beginning of each program year.
   c. Any unused workforce set-aside funds that are not expended by May 1 may be used to support the One Stop Operator services, or other collaborations and initiatives, ensuring it is to the benefit of Title II participants or programs.
      1) To facilitate the referral and tracking of co-registrations and co-enrollments, the Title II and Title I-B programs will utilize the Board's designated referral system.
      2) Direct services to shared customers and referrals will be conducted year-round.
      3) Title II providers will be invoiced quarterly using a master tracking system for co-enrolled participants for career and training services.
      4) Funds will be disbursed from Title II to Title I-B within 45 days of the invoice date. Allowable funds per fiscal year must be dispersed from Title II by June 30th annually.
      5) The Title II Program Directors, or designees, and Title I-B representatives will report co-enrollment outcomes (i.e., number of shared customers in services, number of shared customers who achieved an industry-recognized credential) annually by September 30th for the previous program year. Shared system activities will strive to achieve a year-over-year increase in shared customers with year one as a baseline year, based on available funding
      6) The Title II Program Directors, or designees, and Title I-B representatives will report data annually to the Board. This helps the local workforce board fulfill its responsibilities of ongoing efforts in the local area to identify and promote proven and promising strategies, oversee programs, including appropriate use, manage and invest funds, and coordinate with education providers.

D. NOTICES

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

WIOA Title II Programs:
Beverly Wilson, Deputy Associate Superintendent
Arizona Department of Education, Adult Education and High School Equivalency Services

On behalf of contracted WIOA Title II Adult Education programs approved to serve the City of Phoenix:

- Arizona Center for Youth Resources (ACYR)
- Friendly House, Inc.
- Literacy Volunteers of Maricopa County DBA Literacy Phoenix
- Maricopa County Community College District for Rio Salado College

ARIZONA@WORK City of Phoenix Title I-B Adult and Dislocated Worker and Youth Program
LaSetta Hogans, Deputy Economic Development Director
City of Phoenix Community and Economic Development Department
200 W. Washington St., 20th Floor
Phoenix AZ 85003