



**MEMORANDUM OF UNDERSTANDING (MOU)
and
INFRASTRUCTURE FUNDING AGREEMENT (IFA)**

Between

**NINETEEN TRIBAL NATIONS WORKFORCE DEVELOPMENT BOARD
and
WORKFORCE INNOVATION OPPORTUNITY ACT PARTNERS**

Program Years 2023 - 2025



SECTION I. INTRODUCTION AND BACKGROUND

Workforce Innovation and Opportunity Act (WIOA) sec. 121(c)(1) requires the Local Workforce Development Board (LWDB) with the agreement of the Chief Elected Official (CEO) to develop and enter into a Memorandum of Understanding (MOU) between the LWDB and the ARIZONA@WORK partners, consistent with WIOA Sec 121(c)(2), concerning the operation of the ARIZONA@WORK system in a Local Workforce Development Area (LWDA).

Additionally, under WIOA and its implementing regulations and consistent with the Uniform Guidance, funding provided by the ARIZONA@WORK partners to cover the operating costs, including infrastructure costs of the ARIZONA@WORK system must be based upon the partner program's proportionate use of the system and relative benefit received.

The operating budget of the ARIZONA@WORK Job Centers, including the infrastructure costs, is the financial plan to which the ARIZONA@WORK partners, Chief Elected Official (CEO) and the LWDB in each LWDA have agreed to in the MOU, that will be used to achieve their goals of delivering services in a LWDA.

The ARIZONA@WORK operating budget is the master budget that contains a set of components identifying costs related to the ARIZONA@WORK system – infrastructure costs and other additional costs which must include applicable career services and may include other shared operating costs (with the exclusion of the infrastructure costs).

SECTION II. PURPOSE OF THE MEMORANDUM OF UNDERSTANDING

The purpose of this Memorandum of Understanding (MOU) is to provide information about the relationships between the partners regarding their respective roles, duties, obligations, responsibilities, and expectations regarding the operation of the Nineteen Tribal Nations ARIZONA@WORK Centers consistent with WIOA Section 121(c).

The MOU is also intended to contribute to a cooperative and mutually beneficial relationship between the Nineteen Tribal Nations Workforce Development Board (NTNWDB) and the four Core Partners to coordinate resources to prevent duplication and ensure the effective delivery of workforce services, and to establish joint processes and procedures that will enable partners to integrate the current service delivery system resulting in a seamless and comprehensive array of job matching, education, support services, job training, and other workforce development services.

Parties to this document intend to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services and agencies.

DURATION OF THE MOU AND IFA AND AMENDMENT PROCEDURES

The duration of this MOU and IFA is for a three-year period from July 1, 2023 through June 30, 2026. These documents will be reviewed by all parties annually at a minimum to ensure appropriate funding and delivery of services.

Procedures for Amending

- 1) The four Core Partners, the Comprehensive One-Stop Center Director, the NTN Executive Director, and the NTNWDB Chairperson confer to identify needed changes for consideration.
- 2) The parties convene a meeting and document specific changes, specifying in particular:
 - a. Practical changes and who performs what actions and by when
 - b. Anticipated impact of the changes on clients
 - c. Any resource implications of said changes
 - d. A signed document will be added to the original MOU and will serve as an amendment to be in effect for the duration of the MOU

Amendments will be effective immediately when approved by the core partners, and the amended MOU will be distributed to all partners, NTN board members, program directors, and tribal chairpersons.

BACKGROUND

The NTNWDB and Core Partners developed this MOU to ensure the following principles are implemented:

Universal Eligibility: All customers, including those with barriers to employment, will have access to job seeker services at each Comprehensive and Affiliate site designed to provide information to make career and labor market decisions. Career services, training and support services will be made accessible on-site and through technology.

The LWDB and local office staff will provide reasonable accommodations to Title I-B programming, and explore vocational rehabilitation opportunities and services for individuals who may benefit from these services.

When an individual self identifies as having a disability, appropriate referrals will be made. The Vocational Rehabilitation referral form can be completed and submitted to the Title IV representative for appropriate referral to a local office near the individual's residence.

Title IV - Vocational Rehabilitation must follow legislatively prescribed eligibility criteria.

One Stop System Approach: All customers may explore work preparation and career development services and will have access to information on a range of employment, training, occupational skills training, and education programs.

Individual Choice: Customers will have access to a multitude of career, skill, employment and training information to obtain the services and skills they need to enhance their employment opportunities, based on their individual needs, and building on the advice and counseling provided by staff.

Local Area Workforce Development: To develop a workforce development system that upgrades the regional area workplace skills and enhances the economic development of the area.

Cost Effectiveness: All customers will have access to a system that enhances the participation of employers and job seekers served through the system and that does not duplicate services.

Priority of Service:

- A. WIOA establishes priority requirements with respect to funds allocated to a local area for adult individualized career services and training activities; there is no priority applied for receipt of basic career services. Priority of funds for the adult program must be provided to any of the following:
 1. Public Assistance recipients;
 2. Other low-income individuals; or
 3. Individuals who are basic skills deficient to include English Language Learners (ELLs).
- B. Veterans and eligible spouses continue to receive priority of service.

Title IV – Vocational Rehabilitation provides workforce development support and services to eligible individuals with disabilities. Priority is prescribed by Title IV regulation and policy.

The NTNWDB and all ARIZONA@WORK staff will work with employers and partners in their local area to align services, leverage resources, and promote a seamless and integrated service delivery model.

PARTIES TO THE MEMORANDUM OF UNDERSTANDING

The One-Stop Centers are a collaboration of partners, on-site, off-site and virtually, who are responsible for administering WIOA, educational and other human service programs utilizing various funding streams. The following parties are involved in the administration of WIOA and the One-Stop Centers:

- NTNWDB which oversees the local workforce development system and represents the local governing authorities.
- One-Stop Operator designated as responsible for the coordination of activities in the Comprehensive One-Stop Center.
- Required One-Stop Core Partners:
 1. Title I-B - Adult, Dislocated Worker, and Youth Programs Service Providers
 2. Title II - Adult Education & Literacy-Arizona Department of Education
 3. Title III - Wagner-Peyser
 4. Title IV - Vocational Rehabilitation

The MOU may contain provisions agreed to by the parties that are consistent with each partners respective rules and regulations.

VISION

The Nineteen Tribal Nations collaboratively structure a Workforce Development System based upon listening, dialogue and consensus to build and grow their investment in education and career-building services. Each tribe operates within a context of community and honoring culture, kindling local economies and raising the quality of life for tribal members; this context is strengthened and enriched through the Nineteen Tribal Nations Local Workforce Development Area.

SYSTEM DESIGN

The NTNWDB has designated a single Comprehensive One-Stop Center based on population, budget, services, staffing, and customer accessibility at the Gila River Indian Community.

COMPREHENSIVE AND AFFILIATE CENTER LOCATIONS

Comprehensive One-Stop Center

Employment & Training Department
Gila River Indian Community
192 Skill Center Road #208
Sacaton, AZ 85147-0001
Phone: (520) 562-3387

Affiliate Sites

Cocopah Vocational Training Center
Cocopah Indian Tribe
14250 S Ave I
Somerton, AZ 85350
Phone: (928) 627-8026

Employment Development & Training Department
Colorado River Indian Tribes
13370 1st Ave
Parker, AZ 85350
Phone: (928) 669-8555

Fort Mojave Workforce Development Department
Fort Mojave Indian Tribe
8490 S Hwy 95, Ste. 102
Mohave Valley, AZ 86440
Phone: (928) 346-1787

Higher Education & Workforce Development Programs
Hopi Tribe
Main Street off Hwy 264
Kykotsmovi, AZ 86039
Phone: (928) 734-3501

Education & Training Department/WIOA Office
Hualapai Tribe
460 Hualapai Way
Peach Springs, AZ 86434
Phone: (928) 769-2200

Workforce Development
Pascua Yaqui Tribe
7400 S. Settler Ave.
Tucson, AZ 85746
Phone: (520) 879-5845

WIOA Office
Quechan Indian Tribe
498 Quechan Drive
Winterhaven, CA 92283
Phone: (760) 572-2314

Community Employment Division/WIOA Programs
Salt River Pima-Maricopa Indian Community
10005 E Osborn Rd
Scottsdale, AZ 85256
Phone: (480) 362-7962

WIOA Employment
San Carlos Apache Tribe
20 San Carlos Ave
San Carlos, AZ 85550
Phone: (928) 475-2305

One-Stop Division/WIOA
Tohono O'odham Nation
SR 86 & Indian Route 19 (Main Business Loop)
Sells, AZ 85634
Phone: (520) 383-4251

WIOA Office
White Mountain Apache Tribe
612 S Chief Ave.
Whiteriver, AZ 85941
Phone: (928) 338-4818

WIOA Office
Yavapai-Apache Nation
2400 W Datsi St
Camp Verde, AZ 86322
Phone: (928) 567-1073

PARTNER PROGRAM CONTACTS

Title II
Susan Aguilar
Director, ABE Program
Central Arizona College
8470 N Overfield Rd
Coolidge, AZ 85128
Phone: (520) 494-5960
Email: susan.aguilar@centralaz.edu

Craig Lefever
Program Director
Yavapai College
Adult Basic Education Program
1100 E Sheldon St
Prescott, AZ 86301
Phone: (928) 771-6110
Email: craig.lefever@yc.edu

Title III -

Wallin Gustin
State Business Engagement Manager
Arizona Department of Economic Security
1789 W Jefferson
Phoenix, AZ 85007
Phone: (602) 309-6603
Email: wgustin@azdes.gov

Title IV -

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Assistant Program Manager
Vocational Rehabilitation Services
400 West Congress, Suite 420
Tucson, AZ 85701-1363
Phone: (520) 255-5308
Email: DHoward@azdes.gov

ONE STOP OPERATOR

The NTNWDB will designate a One-Stop Operator once the NTN fiscal agent has been designated. The Board will ensure that firewalls and internal controls are in place for full compliance.

SECTION III. DESCRIPTION OF SERVICES/PARTNERS

The One-Stop Center provides services that reflect the following operating principles:

- Integrated and customer-centric
- Facilitate continuous improvement processes
- Develop and utilize career pathways
- Effectively use aligned data in decision making

To adhere to the above referenced operating principles and to achieve the goals that reflect the vision, the following core partners perform an integral role for the One-Stop Center:

- Arizona Department of Economic Security (DES)/Division of Employment and Rehabilitation Services
 - Title I-B - Adult, Youth, and Dislocated Worker Programs
 - Title III - Wagner-Peyser Employment Service
 - Title IV - Vocational Rehabilitation
- Arizona Department of Education (ADE)
 - Title II - Adult Education and Literacy

Services are given to:

- Veterans and eligible spouses (first priority as allowable)
- Low-income individuals
- Individuals receiving public assistance
- Individuals experiencing multiple barriers to employment
- Older workers 55 years or older
- Displaced Homemakers
- Long-term unemployed
- Individuals who are basic skills deficient
- Individuals with disabilities
- English Language Learners

Under new service delivery models, services can be provided in person, virtually, or by phone. The Comprehensive One Stop Center Director will coordinate with Titles III and IV to identify the individual(s) designated to provide services. These individuals may be requested to attend orientations, job clubs, annual career fairs and other appropriate events. If a participant needs individualized services, the appropriate Title III or IV staff will be contacted through a referral. It is expected that virtual services be expanded and staff may be physically in the office or on-site for a special event on an occasional basis.

The Title III and IV representatives on the LWDB will ensure that updated lists of local offices are provided to all Affiliate Sites and help initiate any needed contacts and provision of services.

Title I-B Adult, Dislocated Worker, and Youth

Title I-B Adult and Youth services are provided by Title I-B staff in the Comprehensive One-Stop and Affiliate sites. These services are provided in-person and virtually depending on location, staffing, and client accessibility.

Title I-B Dislocated Worker Program services are provided by the NTN Dislocated Worker Program Manager and NTN Dislocated Worker Program Coordinator. Again, depending on the situation, services are provided in-person and virtually. Local offices contact the Dislocated Worker Program staff when they have a potential eligible client. Dislocated Worker Program staff then contact the potential eligible client and schedule an appointment to determine eligibility or process information virtually to determine eligibility.

The NTN Dislocated Worker and Adult Program staff provide three distinct types of career services: basic career services, individualized career services, and follow-up services. Services are defined below:

Basic Career Services are provided virtually or at the comprehensive center and/or affiliate sites. Access to labor market information, supportive services information, financial literacy information, job openings, and similar self-services or information-only services are available at the resource rooms of each the affiliate sites and comprehensive center. Registration in the Arizona Job Connection (AJC) must occur when an adult and/or dislocated worker has taken action that demonstrates an intent to use program services” and per 20 CFR 680.110(b), adults and dislocated workers who receive services funded under WIOA Title I other than self-service or information-only activities must be registered and must be a participant.

Individualized Career Services are provided when dislocated worker staff determines these services are needed for an individual to obtain or retain employment. Services provided involve staff time to ensure they develop and prepare the participant for job placement. Services may include, but are not limited to the following: comprehensive and specialized assessments; individual employment plans; group counseling, individual counseling and career planning; short-term pre-vocational services; and transitional jobs.

Follow-up Services are provided as appropriate for customers who are placed in unsubsidized employment for up to 12 months after the first day of employment. These services are intended to help individuals to retain employment, earn wage gains, or advance within their occupation.

The One-Stop Center provides physical, electronic, and referral-based processes that offer seamless access to job-seeking and employer customers. Partners combine resources to ensure full and complete access to all individuals.

The Gila River One-Stop Center provides access through the One-Stop Delivery System to such programs or activities that are available at the physical location, including the following:

- Facilitating connections among the intake and case management information systems of the one-stop partner programs to support a comprehensive workforce development system in the local area
- Facilitating access to services provided through the one-stop delivery system involved, including facilitating access in remote areas
- Identifying strategies for better meeting needs of individuals with barriers to employment, including strategies that augment traditional service delivery, and increase access to services and programs of the one-stop delivery system, such as improving digital literacy
- Leveraging resources and capacity for serving individuals who can benefit from assistive technology

Job clubs will be conducted by Title I-B. Prior meetings with partner staff will determine the roles that each program will contribute/participate to supporting the event.

Title III services will be available virtually or in-person to be determined and on a pre-arranged coordination for on-site job fairs/events. This will be determined by core partners.

Business Services

Businesses other than tribal government and tribal entities, are non-existent or very limited on tribal lands. Title I-B staff will monitor job announcements received for all businesses. The Business Services staff throughout the state are expected to regularly communicate with businesses to ensure the local employment and training staff are aware of expected job openings, layoffs, or closures and to ensure the employer knows about all services that can be provided.

Staff will regularly communicate with area employers to determine their needs and assist them with recruitment, screening, referrals, and interviewing. Also, staff will work with employers to develop training, including coordination with local colleges, if it is determined there is an insufficient number of individuals who possess the necessary skills.

Title III – Wagner-Peyser (WP) Employment Services

Wagner-Peyser Employment Service provides a variety of labor-exchange services including, but not limited to, job-search assistance, job referral and placement, re-employment services to unemployment insurance claimants, as well as recruitment services to employers. Staff will coordinate or participate in local job fairs and career fairs.

WP staff may also provide, or participate in providing, other services such as assessments of job seekers' skills and abilities and career guidance. They may also provide job-search workshops and participate in orientation sessions. These services may be provided virtually or in-person on an as needed basis.

These services are made available to individuals, employers, and organizations through partnerships and on-site or virtually.

Title III services to affiliate location can be obtained through virtual Employment Services, visit <https://workappointment.azdes.gov/> or call 1-833-762-8196.

Trade Adjustment Assistance (TAA)

Should Trade Adjustment Assistance (TAA) services be needed, staff will contact AZTradeProgram@azdes.gov.

Title IV – Vocational Rehabilitation

Vocational Rehabilitation provides needed services to individuals with disabilities to support and help them address barriers to employment so they can become an integral part of the workforce. Services are provided to individuals with any disability.

The LWDB and local office staff will provide reasonable accommodations. (**See Section IV. Accessibility and ADA Compliance**).

When an individual self identifies as having a disability and if disability related workforce services and supports are required, appropriate referrals to Vocational Rehabilitation will be made. The Vocational Rehabilitation referral form can be completed and submitted to the Title IV representative for appropriate referral to a local office near the individual's residence.

The LWDB will request Vocational Rehabilitation staff to provide virtually or in-person training in all local offices about serving individuals with disabilities and attend annual career fair.

For those offices that have their own Tribal Vocational Rehabilitation Program, Title I-B staff will be instructed to maintain an on-going relationship/partnership and develop a simplified referral process.

Individuals can be co-enrolled in State of Arizona Vocational Rehabilitation as well as the Tribal Vocational Rehabilitation program. Each Vocational Rehabilitation program will need to share the Individual Plan for Employment to ensure services are complementing one another and are not duplicated.

Title II Adult Education and Literacy

The NTNWDB will work collaboratively with the Title II Partners to support highly coordinated programming that addresses the needs of youth and adults to meet educational needs. The Title II partner/representative will attend monthly partner meetings virtually or in-person at the Comprehensive One-Stop Center.

Under WIOA Section 231, the Title II State Agency, Arizona Department of Education, Adult Education Services (ADE/AES), is required to award multi-year grant contracts on a competitive basis to eligible providers. The grant contracts are for the purpose of developing, implementing and improving adult education and literacy activities within Arizona.

In the specific Tribal area where a grant was awarded, Title I-B staff are instructed to maintain contact with the entity that received the grant and work together to provide the Adult Educational Services.

The Title II representative on the NTNWDB will be requested to provide contact information of entities to provide Adult Educational Services in Tribal areas where a grant was not received.

Job Corps

There is no Job Corps Office on any of the reservations where the Comprehensive One-Stop and Affiliate Centers are located. Staff are instructed to contact the nearest Job Corps location if they have an interested individual.

YouthBuild

None of the Tribes have a YouthBuild grant. Services are not provided through this program.

Native American Programs

Under WIOA Native American Programs are authorized as national “set aside” programs under Section 166. The Division of Indian and Native American Programs (DINAP) Workforce Innovation and Opportunity Act Section 166 grantees and the Department of Labor share a vision of providing quality employment and training services to tribes, tribal organizations, and low-income Native Americans. The Section 166 Programs are designed to support employment and training activities in order to develop more fully the academic, occupational and literacy skills; make individuals more competitive in the workforce; and promote economic and social development in accordance with the goals and values of such communities. These programs are consistent with the traditional cultural values and beliefs of the people they are designed to serve.

Several of the Tribes have received Section 166 grants and these funds are used to provide services as stated above to eligible clients. Tribes often are able to use these funds to leverage resources to provide employment and training activities by co-enrolling participants.

The 477 Program was established by Public Law 102-477 and authorizes Tribal governments to consolidate up to thirteen different programs from the Department of the Interior, Department of Labor, Department of Education, and Department of Health and Human Services into a single plan, approved by the Secretary of the Interior, to foster employment and economic development in Indian Country. It builds capacity in Indian Country by authorizing Tribal governments and Tribal organizations to integrate eligible employment, training, and related services programs that support workforce development and, thereby, reduce the high unemployment rates in tribal communities.

Both the Section 166 and 477 Programs have their own set of requirements for eligibility and participation. Some of the Tribes have received 166 Grants, while for others, the program is administered through the Inter-Tribal Council of Arizona (ITCA). Only the Tohono O'odham Nation and Pascua Yaqui Tribe receives funding through the 477 Program.

Migrant Seasonal Farm Worker (MSFW)

MSFW services are not provided by Title I-B staff. MSFW services are provided by the Portable Practical Educational Preparation (PPEP). If these particular services are needed, staff will contact the main office in Tucson at (520) 622-3553.

Unemployment Insurance (UI)

UI services are not directly provided by Title I-B staff. Staff will encourage customers to use the resource room computers to complete their UI application. UI benefits information and how to apply for UI Benefits go to: <https://des.az.gov/services/employment/unemployment-individual>.

Jobs for Veterans State Grant (JVSG)

Disabled Veterans' Outreach Program (DVOP) Specialists provide intensive services and facilitate placements to meet the employment needs of veterans and eligible spouses who have significant barriers to employment or have otherwise been designated by the U.S. Department of Labor Veterans' Employment and Training Services (VETS) as qualifying for DVOP services. DVOP services are available by appointment or through <https://workappointment.azdes.gov/> or call 1-833-762-8196.

U.S. Department of Housing and Urban Development

This program is not available on Tribal lands. Each Tribe has its own Housing Department that operates a similar program. Therefore, HUD E&T does not provide services.

Section 212 of the Second Chance Act of 2007

No staff for this program are physically located in any Tribal office. However, staff make appropriate contact and referrals when needed.

Senior Community Service Employment Program (SCSEP)

Senior Community Service Employment Program (SCSEP) does not have dedicated staff in each comprehensive one-stop center. Rather, AZDES has contracted with AARP to service the Title V AZ State SCSEP grant for AZDES. One-Stop staff are instructed to contact AARP's SCSEP Project Director,

Jessica Howell, at jhowell@aarp.org if they need more information about this program or assistance in providing services.

SECTION IV. ACCESSIBILITY AND ADA COMPLIANCE

Accessibility and Accommodations to individuals with disabilities who may need and request such provisions to participate in activities funded by the Workforce Innovation and Opportunity Act (WIOA). WIOA emphasizes physical and programmatic accessibility, including the use of accessible technology to increase access to high quality workforce services to individuals with disabilities.

No individual is to be excluded from participation in, denied benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with, any program or activity, funded in whole or in part under WIOA, because of race, color, religion, sex, national origin, age, disability, political affiliation or belief. This policy reflects all aspects of the WIOA Title 1B programs, including: registration and orientation; initial screening, assessment, testing; and service delivery.

Reasonable accommodations with regard to aid, benefits, services, training, and employment, a recipient must provide reasonable accommodation to qualified individuals with disabilities who are applicants, registrants, eligible applicants/registrants, participants, employees, or applicants for employment, unless providing the accommodation would cause undue hardship. Definitions of the terms “reasonable accommodation” and “undue hardship” are specified in 29 CFR § 38.4.

Per 29 CFR Part 38.4) the term “reasonable accommodation” means:

Modifications or adjustments to an application/registration process that enables a qualified applicant/registrant with a disability to be considered for the aid, benefits, services, training or employment that the qualified applicant/registrant desires; or

Modifications or adjustments that enable a qualified individual with a disability to perform the essential functions of a job, or receive aid, benefits, services, or training equal to that provided to qualified individuals without disabilities; These modifications or adjustments may be made to:

The environment where work is performed or aid, benefits, services, or training are given; or the customary manner in which, or circumstances under which, a job is performed or aid, benefits, services, or training are given;

Modifications or adjustments that enable a qualified individual with a disability to enjoy the same benefits and privileges of the aid, benefits, services, training, or employment as are enjoyed by other similarly situated qualified individuals without disabilities.

To determine the appropriate reasonable accommodation, it may be necessary for the recipient to initiate an informal, interactive process with the qualified individuals with a disability in need of the accommodation. This process should identify the precise limitations resulting from the disability and potential reasonable accommodations that could overcome these limitations.

Reasonable accommodations one key aspect of ensuring equal opportunity for individuals with disabilities who are applicants, registrants, participants and applicants for employment with regard to aid, benefits, and training is the provision of reasonable accommodations. ARIZONA@WORK- Nineteen Tribal Nations

system entities are required to provide reasonable accommodations for individuals with disabilities to ensure equal access and opportunity. A reasonable accommodation is a change in the way the program is administered that enables an individual with a disability to receive benefits, services and training equal to those provided to individuals without disabilities. There are many forms of reasonable accommodations and the individual with a disability and the ARIZONA@WORK-Nineteen Tribal Nations system entities should work together to identify the most effective reasonable accommodation for each individual through informal discussions known as the “interactive process” whereby the individual is provided the opportunity to articulate their needs and the ARIZONA@WORK-Nineteen Tribal Nations system entities are able to determine how best to meet those needs.

SECTION V. SYSTEM ACCESS

The LWDB emphasizes the philosophy of “leaving no one behind” by promoting universal system access among the Core Partners. Individuals with barriers are listed below:

- Displaced Homemakers
- Low-Income Individuals
- Indians, Alaska Natives, and Native Hawaiians
- Individuals with Disabilities
- Older workers, 55 or older
- Ex-Offenders
- Homeless Individuals
- 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/seasonal farmworkers
- Single parents (including single pregnant women)
- Long-term unemployed individuals

CROSS-TRAINING

The Core Partners will encourage, accommodate staff, and/or provide training and cross-training, as deemed appropriate, to ensure that all staff are familiar with all programs in order to integrate services, reduce duplication, and improve overall service delivery.

The LWDB, NTN EO Officer, and Executive Director will work with all locations to ensure the center is physically and programmatically accessible to all customers, including individuals with disabilities.

Staff will be made aware of resources and referral methods in order to provide necessary accommodations.

SHARING SYSTEM SERVICES AND CLIENTS

The four Core Partners share system services and clients and are held mutually accountable performance of services.

Types of Services

Applicable Partner Career Services
Training services

Dislocated Worker Program

Outreach, intake and orientation
Initial assessment
Comprehensive assessment
Eligibility
Training
Job search and placement
Labor market information
Follow-Up services
Co-Enrollment with other programs

Partner Program Referrals

Service referrals
Initial data and assessment
Potential co-enrollment
Workshops/Resource Area
Job referrals/placement

METHODS OF REFERRALS BETWEEN CORE PARTNERS

All partners will participate in the development of a common intake, referral, and individual tracking system for use in the Comprehensive One-Stop Center and all Affiliate Centers. Supporting documentation, assessments, and other relevant information will be sent with the referral once a release of information is signed by the client being referred.

A referral form will be developed and agreed upon with the core partners. This form will be utilized by the Comprehensive One-Stop Center and the affiliate sites. The expectation is that appropriate staff will follow through within two business days on any referral

SECTION VI. GRIEVANCE

- A. All parties to this MOU certify that they prohibit, and will continue to prohibit, discrimination, and they certify that no person, otherwise qualified, is denied employment services, or other benefits on the basis of:

1. political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national origin;
 2. sex or age, except when age or sex constitutes a bona fide occupational qualification; or
 3. the physical or mental disability of a qualified individual with a disability.
- B. 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 Act 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.
- C. Partners agree to abide by an agreed upon Complaint System whereby customers may file complaints related to alleged discriminatory and non-discriminatory practices by any of the partners to this MOU in accordance with the grievance procedures section of this MOU. The availability to file such complaints shall be clearly posted in all ARIZONA@WORK NTN services delivery sites listed in the IFA.

GRIEVANCE PROCEDURES FOR CLIENTS

The Local Board is in compliance with the Workforce Innovation Opportunity Act (WIOA) Section 181(c)(1)(2), Workforce Innovation Opportunity Act Interim Final Rule 20 CFR §683.600, 29 CFR Part 38 – Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act, <https://www.ecfr.gov/current/title-29/part-38>. 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 who perceives that either he/she, or any specific class of individuals, has been 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 Nineteen Tribal Nations Workforce Development Board (NTNWDB), its officers, staff, and local administrative entities may not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title I financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity;
- Making employment decisions in the administration of, or in connection with, such a program or activity.

complaint or grievance is a written description, dated and signed by the interested party, of an alleged violation of WIOA. The complaint or grievance must be filed within 180 days of the alleged violation. The freedom to file a complaint or grievance may not be limited or interfered with in any way. The NTNWDB seeks a resolution at the lowest possible level.

The process for filing a complaint or grievance is as follows:

Process

- Must be filed with the local office program director or manager within 180 days from the date of the alleged violation.
- An informal resolution will first be attempted.
- If there is no resolution within 30 days, the matter will be referred to the NTNWDB Executive Director.
- The NTNWDB Executive Director will contact the complainant within fifteen (15) days to review the complaint or grievance.
- If the matter is not resolved within 45 days, the complaint or grievance will be elevated to the Nineteen Tribal Nations Workforce Development Board.
- If there is still no resolution within 90 days, the complaint or grievance will be elevated to the Equal Opportunity Compliance Program Manager, Arizona Department of Economic Security, Office of Equal Opportunity.

Appeals

- If a satisfactory resolution has not been reached within 90 days, the interested party may file the complaint with the Department of Labor.
- At any level prior to filing with the National Civil Rights Center, if a timely response has not been received, or if the complainant is dissatisfied with the decision, he/she may appeal to the next level.

Vocational Rehabilitation (VR) Client Services Appeal Procedure

Vocational Rehabilitation follows DES and WIOA Nondiscrimination and Equal Opportunity policies and procedures, but has a required appeals process for client services. Individuals served by Vocational Rehabilitation are notified that the Department of Economic Security Rehabilitation Services Administration

(RSA) has its own appeal procedure for clients. Any appeal with VR should be filed with RSA staff directly, and the Vocational Rehabilitation staff will utilize the VR appeal process.

SECTION VII. ASSURANCES

This MOU and IFA will be reviewed by all parties annually at a minimum to ensure appropriate funding and delivery of services.

SECTION VIII. PARTNER PROGRAMS/CONTACTS

Partners are the same as identified in the Description of Services/Partners section in the MOU.

CHIEF ELECTED OFFICIALS

Each Tribe has a Chief Elected Official known as Chairman, Chairwoman, Governor, or President. At the time of writing this Plan, the Chief Elected Officials are:

- | | |
|--|---------------------------------|
| <input type="checkbox"/> Cocopah Indian Tribe | Chairwoman Sherry Cordova |
| <input type="checkbox"/> Colorado River Indian Tribes | Chairwoman Amelia Flores |
| <input type="checkbox"/> Fort Mojave Indian Tribe | Chairman Timothy Williams |
| <input type="checkbox"/> Gila River Indian Community | Governor Stephen R. Lewis |
| <input type="checkbox"/> Ak-Chin Indian Community | Chairman Robert Miguel |
| <input type="checkbox"/> Hopi Tribe | Chairman Timothy L. Nuvangyaoma |
| <input type="checkbox"/> Hualapai Tribe | Chairwoman Sherry Parker |
| <input type="checkbox"/> Pascua Yaqui Tribe | Chairman Peter Yucupicio |
| <input type="checkbox"/> Quechan Indian Tribe | President Jordan D. Joaquin |
| <input type="checkbox"/> Salt River Pima-Maricopa Indian Community | President Martin Harvier |
| <input type="checkbox"/> San Carlos Apache Tribe | Chairman Terry Rambler |
| <input type="checkbox"/> Tohono O’odham Nation | Chairman Verlon Jose |
| <input type="checkbox"/> White Mountain Apache Tribe | Chairman Kasey Velasquez |
| <input type="checkbox"/> Yavapai-Apache Nation | Chairwoman Tanya Lewis |

It is important to understand that Tribes have elections at different times and the Chief Elected Official’s term may be different.

LWDB CONTACTS

NTNWDB Chairperson
 Crystal Banuelos
 Assistant HR Director
 Human Resources Department
 Salt River Pima-Maricopa Indian Community
 10005 E Osborn Rd
 Scottsdale, AZ 85256
 Phone: (480) 362-7891
 Email: crystal.banuelos@srpmic-nsn.gov

NTN Executive Director

Connie Fraijo
Nineteen Tribal Nations Workforce Development Board
PO Box 52275
Mesa, AZ 85208
Phone: (480) 529-2559
Email: ntnposting2021@gmail.com

Title I-B Program Locations

- Cocopah Vocational Training Center
Cocopah Indian Tribe
14250 S. Ave. I
Somerton, AZ 85350
Phone: (928) 627-2510
Center Type: Affiliate

- Employment Development & Training
Colorado River Indian Tribes
13370 1st Ave
Parker, AZ 85350
Phone: (928) 627-8026
Center Type: Affiliate

- Fort Mojave Workforce Development Department
Fort Mojave Indian Tribe
8490 S Hwy 95, Ste. 102
Mojave Valley, AZ 86440
Phone: (928) 346-1787
Center Type: Affiliate

- Employment & Training
Gila River Indian Community
192 Skill Center Rd #208
Sacaton, AZ 85147
Phone: (520) 562-3387
Center Type: Comprehensive

- Department of Education and Workforce Development
The Hopi Tribe
Main Street off Highway 264
Kykotsmovi, AZ 86039
Phone: (928) 734-3501
Center Type: Affiliate

Innovative Workforce Solutions

- Education & Training/WIOA
Hualapai Tribe
460 Hualapai Way
Peach Springs AZ 86434
Phone: (928) 769-2200
Center Type: Affiliate

- Workforce Development
Pascua Yaqui Tribe
7400 South Settler Ave.
Tucson AZ 85746
Phone: (520) 879-5845
Center Type: Affiliate

- WIOA Office
Quechan Indian Tribe
498 Quechan Dr
Winterhaven, CA 92283
Phone: (760) 572-2314
Center Type: Affiliate

- Apprenticeship/WIOA Programs
Community Employment Division
Salt River Pima-Maricopa Indian Community
10005 E Osborn Rd
Scottsdale, AZ 85256
Phone: (480) 362-7962
Center Type: Affiliate

- WIOA
San Carlos Apache Tribe
20 San Carlos Ave
San Carlos AZ 85550
Phone: (928) 475-2305
Center Type: Affiliate

- One-Stop Division/WIOA
Tohono O'odham Nation
SR 86 & Indian Route 19 – Main Business Loop
Sells, AZ 85634
Phone: (520) 383-4251
Center Type: Affiliate

- WIOA
White Mountain Apache Tribe
612 S Chief Ave
Whiteriver, AZ 85941
Phone: (928) 338-4818
Center Type: Affiliate

- WIOA
Yavapai-Apache Nation
2400 W Datsi St
Camp Verde, AZ 86322
Phone: (928) 567-1073
Center Type: Affiliate

SECTION IX. INFRASTRUCTURE AGREEMENT

SHARED COSTS/CONTRIBUTIONS

The comprehensive one-stop center and the twelve affiliate centers are located in tribal-owned buildings, and there are no infrastructure costs or cost sharing. Titles II, III, and IV staff are not co-located in any of the offices. Non-federal funds are used to support the cost of the comprehensive and affiliate sites. Therefore, there are no infrastructure costs. Operating costs, such as overhead and administration, in the comprehensive one-stop center are covered exclusively by the Gila River Indian Community.

Title II is able to contribute to the infrastructure, such as:

- TABE tests
- Training materials/costs
- Staff salaries

Title III provides applicable career services through the one-stop delivery system. When sufficient data are available to determine relative benefit and proportion of contribution to accurately allocate relative benefit IFA will be renegotiated.

Partners will:

- Support cross-program collaboration with sensitivity to roles and capacities of partners
- Specify the various roles and responsibilities of each core partner
- Build processes for co-enrollment of mutual customers

AUTHORITY AND SIGNATURE

By signing my name below, the parties certify understanding and agreement with the above information.

Arizona Department of Education – Title II

Beverly Wilson, Deputy Associate
Superintendent of Adult Education Services

Signature and Date

Arizona Department of Education – Title II

Steven Paulson, Chief Procurement Officer

Signature and Date



AUTHORITY AND SIGNATURE

By signing my name below, the parties certify understanding and agreement with the above information.

Employment Services Programs under the Wagner-Peyser Act – Title III

Chevera Trillo, Administrator
Workforce Development Administration
Arizona Department of Economic Security

Signature and Date

AUTHORITY AND SIGNATURE

By signing my name below, the parties certify understanding and agreement with the above information.

Unemployment Insurance

Sandra Canez, Administrator
Unemployment Administration
Arizona Department of Economic Security

Signature and Date

AUTHORITY AND SIGNATURE

By signing my name below, the parties certify understanding and agreement with the above information.

Vocational Rehabilitation – Title IV

Kristen Mackey, Administrator
Rehabilitation Services
Arizona Department of Economic Security

Signature and Date



AUTHORITY AND SIGNATURE

By signing my name below, the parties certify understanding and agreement with the above information.

Adult and Youth Programs – Title I-B
One-Stop Comprehensive Center Director

Lana M. Chanda, Manager, WIOA Director
Employment & Training Department
Gila River Indian Community

Signature and Date



AUTHORITY AND SIGNATURE

By signing my name below, the parties certify understanding and agreement with the above information.

Dislocated Worker Program – Title I-B

Diana Russell, Program Manager
WIOA Dislocated Worker Program
Nineteen Tribals Nations

Signature and Date



AUTHORITY AND SIGNATURE

By signing my name below, the parties certify understanding and agreement with the above information.

Nineteen Tribal Nations Workforce Development Board

Crystal Banuelos, Board Chair
Nineteen Tribal Nations Workforce Development Board

Signature and Date