
MEMORANDUM OF UNDERSTANDING

MOU 2026-2029

**For Partners of the
ARIZONA@WORK-Yuma County**

Revised and adopted this 22nd day of June 2026 to reflect requirements by the Workforce Arizona Council (WAC) Local Governance Policy approved in February 23, 2023, in accordance with the Workforce Innovation and Opportunity Act (WIOA), and Code of Federal Regulations 20 CRF 678.420.

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Equal Opportunity Employer/ Program Auxiliary Aids and Services Are Available Upon Request To Individuals With Disabilities.

I. AUTHORITY

The 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 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 Workforce Innovation and Opportunity Act; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions: Final Rule at 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.500, 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 Memorandum of Understanding (MOU) is executed between the Chief Elected Official(s) the Yuma County Board of Supervisors (BOS) and the Yuma County Workforce Development Board (Yuma County WDB), and the Workforce Innovation and Opportunity Act (WIOA) One-Stop Partners (collectively referred to as the “Parties” or “Partners”, interchangeably).

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

III. PARTIES TO THE MOU

Local Workforce Development Area	Yuma County
Local Workforce Development Board	Yuma County Workforce Development Board
Competitively Selected One-Stop Operator	Ross Innovative Employment Solutions, LLC.
Chief Elected Official	Martin Porchas, Chairman
ARIZONA@WORK Job Center Partners	• Adult Education and Literacy Title II • Job for Veterans State Grants • National Farm Worker Job Program (NFJP) • Migrant and Seasonal Farm Workers (MSFW)

	• Employment Service (ES) authorized under the Wagner-Peyser Act. • Indian and Native American Programs • Senior Community Service Employment Program (SCSEP) Title V • Vocational Rehabilitation (VR) Title IV
ARIZONA@WORK non-collocated Partners	• Trade Adjustment Assistance (TAA) Program • Unemployment Compensation Program • Youth Build Program
Additional	• National Farm Worker Job Program Portable Practical Educational Preparation Inc. (PPEP)

IV. PURPOSE OF THE MOU AND IFA

This MOU is developed to confirm the understanding of the Parties regarding the operation and management of one ARIZONA@WORK Job Center in the Yuma County. The LWDB provides local oversight of workforce programming for the LWDA. The purpose of this MOU is to define the parameters within which education, workforce, economic development, and other partners' programs and entities operating in the Yuma County Workforce Development Area (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, partners are able to 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. VISION

To develop a comprehensive workforce system providing seamless service in a quality environment to customers and potential customers of such a system in Yuma County.

B. MISSION

To meet the unique and changing needs of our community ties by providing quality workforce development and career resources that enhance economic development.

VI. TERM, RECONCILIATION, AMENDMENT, AND TERMINATION

A. TERM

1. The term of this MOU is **July 1, 2026**, through **June 30, 2029**, unless terminated earlier as described herein. This MOU will become effective upon execution by the parties. This agreement will be reviewed once a year and renewed not less than once every three (3) year period.

B. RECONCILIATION

1. Parties shall review the MOU once a year. Agreed-upon changes that require reconciliation shall be provided to the Yuma County WDB staff for administrative processing.
2. Parties and the LWDA Fiscal Agent shall review the Infrastructure Funding Agreement (IFA) once a year. The review will include the validation of budgeted costs and a subsequent adjustment based on actual data. If all actual costs are not reconciled before the new program year (July 1st), an additional reconciliation for the prior program year will occur no later than **June 30, 2027**. Agreed upon revisions shall be provided to the WDA staff for administrative processing.

C. AMENDMENTS

1. Parties may amend the MOU by written agreement. Any signatory of this document may submit a **30-day (Calendar days)** notice of intent to amend, modify, or terminate this MOU except as otherwise provided in Section D. of this Section. Such requests shall be submitted in writing to the WDA and are subject to review and approval by all Parties.

D. TERMINATION

1. All Parties mutually agree to terminate this MOU prior to the end date.
2. 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 to the MOU due to lack of funding shall notify the other Parties as soon as the party knows that funds may be unavailable for the continuation of activities under this MOU.
3. WIOA is repealed or superseded by subsequent federal law.
4. The LWDA designation is changed by the Governor under WIOA and its regulations.
5. A party breaches any provision of this MOU, and such breach is not cured within thirty (30) days after receiving written notice from the WDA specifying such breach in reasonable detail. In such an event, the non-breaching party(s) shall 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 Yuma County LWDB operates the following ARIZONA@WORK Job Centers, also known as 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 1988 and continued by the Workforce Innovation and Opportunity Act (WIOA), the centers offer a comprehensive array of services designed to match talent with opportunities.

Yuma County ARIZONA@WORK Job Center			
Manager Name	Veronica Zuniga	Phone Number	(928) 329-0990 Ext. 3002 and Ext. 2001
Mailing Address	3834 W. 16 th Street Yuma, AZ 85364	Email Address	Yumaonestop@ypic.com
Operating Hours	Operating Hours: Monday – Thursday: 8:00 AM to 5:00 PM & Friday: 9:00 AM – 5:00 PM.	Website	https://www.ypic.com/ and https://arizonaatwork.com/locations/yuma-county

VIII. SERVICES IN THE ONE-STOP SYSTEM AND DELIVERY METHOD **(20 CFR 678.500)**

See attachment A, B and C.

IX. ONE-STOP SYSTEM ROLES AND RESPONSIBILITIES

A. Individual roles

1. Local Chief Elected Official(s)

The CEO for the Yuma County BOS is Martin Porchas, Chair. The CEO will, at a minimum:

- a) In Partnership with the Yuma County LWDA and other applicable Partners within the local area, develop and submit a single local plan that includes a description of the activities that shall be undertaken by the WDAs and their Partners, and that incorporates plans for the local area.
- b) Approve the Yuma County WDB budget and job center cost allocation plan,
- c) Approve the selection of the one-stop operator following the competitive procurement process, and
- d) Coordinate with the Yuma County WDB to oversee the operations of the Yuma County ARIZONA@WORK Job Center network.

2. Local Workforce Development Board

The Yuma County WDB ensures that the workforce-related needs of employers, workers, and job seekers in the local area are met to the maximum extent possible, given available resources. The Yuma County WDB will, at a minimum:

- a) In Partnership with the CEO and other applicable Partners within the LWDA, develop and submit an LWDA plan that includes a description of the activities that shall be undertaken by the WDA and its Partners, and that aligns its strategic vision, goals, objectives, and workforce-related policies to the local plan and economy.
- b) In Partnership with the CEO and other applicable Partners within the planning local area, develop and submit a single plan that includes a description of the activities that all WDAs shall undertake and its Partners, and that incorporates plans for each of the local area.

- c) In collaboration and Partnership with the CEO and other Partners within the planning local area, develop the strategic local area vision, goals, objectives, and workforce-related policies.
- d) In cooperation with the CEO and the WDA within the local area area, design and approve the American Job Center network structure. This includes, but is not limited to:
 - 1. Adequate, sufficient, and accessible one-stop center locations and facilities,
 - 2. Sufficient numbers and types of providers of career and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities),
 - 3. A holistic system of supporting services, and
 - 4. One or more competitively procured one-stop operators.
 - 5. In collaboration with the CEO, designate through a competitive process, oversee, monitor, implement corrective action, and, if applicable, terminate the one-stop operator(s),
 - 6. Determine the role and day-to-day duties of the one-stop operator,
 - 7. Approve annual budget allocations for the operation of the American Job Center network,
 - 8. Help the One-Stop Operator in recruiting operational Partners and negotiating MOUs with new Partners, including determining whether the incorporation of a new Partner into ARIZONA@WORK Yuma will require the execution of a separate MOU or a revision/amendment to the existing MOU.
 - 9. Leverage additional funding for the American Job Center network to operate and expand one-stop customer activities and resources, and
 - 10. Review and evaluate the performance of the Yuma County WDB and one-stop operator.

3. Local Workforce Development Staff

Specific responsibilities include, at a minimum:

- a) Assisting the LWDB with the development and submission of a single local plan,
- b) Supporting the LWDB with the implementation and execution of the vision, goals, objectives, and workforce-related policies, including all duties outlined above,
- c) Providing operational and Title IB guidance to the one-stop operator,
- d) Investigating and resolving elevated customer complaints and grievance issues,
- e) Preparing regular reports and recommendations to the LWDB, and
- f) Overseeing negotiations and maintenance of MOUs with One-Stop Partners.

4. One-Stop Operator

The One-Stop Operator is an entity that, at a minimum, **must coordinate the service delivery of required one-stop partners and service providers**. WDAs may, at their option, establish additional roles and responsibilities of the one-stop operator within the parameters of the law and regulations.

The Yuma County WDA selected the one-stop operator, **Ross Innovative Employment Solutions, LLC**, through a competitive process in accordance with the Uniform Guidance, WIOA and its implementing regulations, and Local procurement laws and regulations. All documentation for the competitive one-stop operator procurement, selection process, and contract is published and may be viewed on the Yuma County WDB website at: <https://arizonaatwork.com/locations/yuma-county> **ARIZONA@WORK - Yuma County** and <https://www.ypic.com/>. WIOA requires that the one-stop operator be re-competed at least once every four (4) years.

The Yuma County WDB has additionally established the following roles and responsibilities of the one-stop operator:

- a) Manage daily operations, including but not limited to:
 1. Managing and coordinating Partner responsibilities, as defined in this MOU,
 2. Managing hours of operation.
 3. Coordinating daily work schedules and workflow based upon operational needs, and
 4. Coordinating staff vacations/unscheduled absences with the formal leader to ensure service coverage by center staff.
 5. Provide general assistance and resources for filing initial and continued unemployment insurance claims.
- b) Assist the WDA in establishing and maintaining the ARIZONA@WORK Job Center network structure. This includes but is not limited to:
 1. Ensuring that State requirements for center certification are met and maintained,
 2. Ensuring that career services such as the ones outlined in WIOA sec. 134(c)(2) are available and accessible,
 3. Ensuring that Yuma County WDB policies are implemented and adhered to,
 4. Adhering to the provisions outlined in the contract with the Yuma County WDB and the Yuma County Strategic Local Plan,
 5. Reinforcing strategic objectives of the Yuma County WDB to Partners, and
 6. Ensuring staff are properly trained by their formal leadership organizations and provided technical assistance, as needed.
- c) Integrate systems and coordinate services for the center and its Partners, placing priority on customer service.

- d) Integrated Workforce Service Delivery, as defined by WIOA, means organizing and implementing services by function (rather than by program), when permitted by a program's authorizing statute and as appropriate, and by coordinating policies, staff communication, capacity building, and training efforts.
- e) Functional alignment includes having one-stop center staff who perform similar tasks and serve on relevant functional teams, e.g., Skills Development Team or Business Services Team.
- f) Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.
- g) The services are seamless to the customer, meaning the services are free of cumbersome transitions or duplicative registrations from one program service to another, and there is a smooth customer flow to access the array of services available in the job center.
- h) Oversee and coordinate partner, program, and ARIZONA@WORK Job Center network performance. This includes but is not limited to:
 - 1. Providing and/or contributing to reports of center activities, as requested by the Yuma County WDB.
 - 2. Providing input to the formal leader (partner program official) on the work performance of staff under their purview,
 - 3. Notifying the formal leader immediately of any staff leave requests or escalate unexcused absences, disciplinary concerns, or changes in employee status,
 - 4. Identifying and facilitating the timely resolution of complaints, problems, and other issues,
 - 5. Collaborating with the WDA on efforts designed to ensure the meeting of program performance measures, including data sharing procedures to ensure effective data matching, timely data entry into the case management systems, and coordinated data batch downloads (while ensuring the confidentiality requirements of FERPA, 34 CFR 361.38, and 20 CFR part 603),
 - 6. Ensuring open communication with the formal leader(s) in order to facilitate efficient and effective center operations,
 - 7. Evaluating customer satisfaction data and proposing service strategy changes to the Yuma County WDB based on findings.
- i) Manage fiscal responsibilities and records for the center. This includes assisting the WDA with cost allocations and the maintenance and reconciliation of one-stop center operation budgets.

The One-Stop Operator is prohibited from participating in the following:

- j) Assist in the development, preparation, and submission of Local plans,

- k) Manage or assist in future competitive processes for selecting operators or select or terminate one-stop operators, career services providers, or Youth providers, and
- l) Negotiate local performance accountability measures or develop and submit budgets for activities of the WDA.
- m) Participate or complete the Job Center Certification process as outlined in Workforce Arizona Council Policy Certification of ARIZONA@WORK Job Center Policy.

The Yuma County WDA is responsible for the negotiated performance measures, strategic planning, budgets, and one-stop operator oversight (including monitoring).

5. One-Stop Partners ((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, policy development, 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 as appropriate
- 5. The use of common and/or linked data management systems and data sharing methods, as appropriate,
- 6. Leveraging of resources, including other public agencies and non-profit organization services,
- 7. Participation in a continuous improvement process designed to boost outcomes and increase customer satisfaction, and
- 8. Participation in regularly scheduled Partner meetings to exchange information in support of the above and encourage program and staff integration.

C. Other Responsibilities

- 1. In general, all parties to this agreement shall comply with:
 - 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. Section 504 of the Rehabilitation Act of 1973, as amended,
 - d. The Americans with Disabilities Act of 1990 (Public Law 101-336),
 - e. The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor,
 - f. Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity,

Gender Expression, and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 188,

- 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 UI agency (20 CFR part 603),
- j. State of Arizona's Fingerprinting requirements and with AZ Child Safety Registry
- k. All amendments to each, and
- l. All requirements imposed by the regulations issued pursuant to these acts.

The above provisions require, in part, that no persons in the United States shall, 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.

m. Additionally, all Parties shall:

- 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 shall remain the property of the purchaser after the termination of this agreement.

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. The partners will utilize the current client Referral System (CRS) referrals process established by the Local Workforce Development Board to ensure that all customers receive a high-quality, customer-centered referral. In order to facilitate such a system, 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 the Yuma County WDB ARIZONA@WORK Job Center network,

- b) Develop materials summarizing their program requirements and making them available for Partners and customers,
- c) Provide substantive referrals – in accordance with the LWDA Referral Policy – to customers who are eligible for supplemental and complementary services and benefits under partners programs.
- d) Regularly evaluate ways to improve the referral process, including the use of customer satisfaction surveys,
- e) Track and follow up referrals to ensure customer service referrals are received in a timely manner.
- f) Commit to robust and ongoing communication required for an effective referral process, and
- g) Commit to actively follow up on the results of referrals and ensure that Partner resources are being leveraged at an optimal level.
- h) Commit to provide other relevant information that will be sent with the referral, once a release of information is signed by the customer being referred.
- i) Establish a co-enrollment process and coordination system for participants who need services from more than one title, including the use of a customer satisfaction survey
- j) Collaborate to strengthen and complement services and benefits under partner programs and/or community resources.

The LOCAL BOARD staff has developed internally a unified Client Referral System (CRS). The purpose of the referral process is to provide timely and effective support that ensures that an appropriate plan of action for clients is initiated and properly tracks the client's referrals to community partners. The system increases quality service delivery and support in order for clients to receive timely and relevant services to meet their individual needs. The Client Referral System is the central component for referring customers between partners. The system is internet based thus ensuring that all partners are allowed to utilize the system to improve overall system effectiveness. Currently, there are 40 partner agencies that are participating in the CRS.

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.

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:

- a) Customer PII will be properly secured in accordance with the WDA's policies and procedures regarding the safeguarding of PII.
- b) The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy laws.
- c) All confidential data contained UI wage records must be protected in accordance with the requirements set forth in 20 CFR part 603.
- d) All personal information contained in VR records must be protected in accordance with the requirements set forth in 34 CFR 361.38.
- e) 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.
- f) Customer data will be kept confidential, consistent with Federal and State privacy laws and regulations.
- g) 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)).
- h) All PII and other sensitive data transmitted via e-mail or stored on thumb drives, etc., must be encrypted.
- i) Partners must not e-mail unencrypted sensitive PII to any entity.
- j) Accessing, processing, and storing ETA grant PII data on personally owned equipment, at off-site locations, e.g., employee's home, and non-grantee managed IT services, e.g., personal e-mail, is strictly prohibited.
- k) Consequences of Partners and staff PII violations will be coordinated with Yuma County WDB staff.

All One-Stop Center and Partner staff will be 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. In addition, in carrying out their respective responsibilities, each Party shall respect and abide by the confidentiality policies and legal requirements of all of the other Parties.

Each Party will ensure that 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 that 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 unemployment insurance 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 of the requirements set forth in 34 CFR 361.38.

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

No parties will publish, disclose, use, or permit, cause to be published, disclosed, or used, any confidential information pertaining to the one-stop delivery system applicants, participants, or customers overall, unless a specific release is voluntarily signed by the participant or customer.

5. Accessibility (20 CFR 678.500(b)(4))

Accessibility to the services provided by ARIZONA@WORK Job Centers and all Partner agencies is essential to meeting the requirements and goals of the Yuma County ARIZONA@WORK Job Center network. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as in virtual spaces, regardless of gender, age, race, religion, national origin, disability, veteran status, or on the basis of any other classification protected under state or federal law.

a) Physical

One-stop centers will maintain a culture of inclusiveness, and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. Services will be available in a convenient, high-traffic, and accessible location, taking into account a reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an "equal and meaningful" manner, providing access for individuals with disabilities.

b) Virtual

Yuma County WDB will ensure that job seekers and businesses have access to the same information online as they do in a physical facility. Information must be clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services code. Partners will comply with the Plain Writing Act of 2010, the law that requires that federal agencies use "clear Government communication that the public can understand and use," and all information kept virtually will be updated regularly to ensure dissemination of correct information.

c) Programmatic

All Partners agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law. Partners must assure that they have policies and procedures in place to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. Partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues.

All Partners will cooperate with compliance monitoring that is conducted at the Local level to ensure that all ARIZONA@WORK Job Center programs, services, technology, and materials are physically and programmatically accessible and available to all. Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs (e.g., JAWS and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the ARIZONA@WORK Job Center network.

6. Priority of Service

All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, 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) The WIOA Title I program is required to maintain and track veterans' priority of service and make available, as needed. Additionally, to ensure that veteran services are carried out at all program service delivery points and given an opportunity to take full advantage of priority service.
- c) 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 Yuma County WDB 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 local areashuman resources professionals,
- c) An outreach and recruitment plan to the local area job seekers, including targeted efforts for populations most at-risk or most in need,
- d) An outreach and recruitment plan for out-of-school youth,
- e) Sector strategies and career pathways,
- f) Connections to registered apprenticeship,
- g) A plan for messaging to internal audiences,
- h) An outreach tool kit for Partners,
- i) Regular use of social media,
- j) Clear objectives and expected outcomes, and
- k) Leveraging of any statewide outreach materials relevant to the local area.

8. Dispute Resolution

The following section details the dispute resolution process designed for use by the Partners when unable to successfully reach an agreement necessary to execute the MOU. A disagreement is considered to have reached the level of dispute resolution when an issue arises out of the development and negotiation of an MOU that is not easily coming to a point of resolution. It is the responsibility of the WDA Chair (or designee) to coordinate the MOU dispute resolution to ensure that issues are being resolved appropriately. Any party to the MOU may seek a resolution under this process.

- a) All Parties are advised to actively participate in Local negotiations in a good faith effort to reach an 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 petitioner seeking resolution. The petitioner must send

a notification of conflict to the Local Board Chair (or designee) and all Parties to the MOU within 10 business days of the conflict.

- c) The Local Board Chair (or designee) shall place the dispute on the agenda of a special meeting of the LWDB. The LWDB shall attempt to mediate and resolve the dispute. Disputes shall be resolved by a majority of the board members present. Resolution will be ratified by the local board.
- d) The decision of the Yuma County WDB shall be final and binding unless such a decision is in contradiction of applicable State and 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 officially stated in this procedure.
- f) The Yuma County WDB must provide a written response and dated summary of the proposed resolution to all Parties to the MOU within 15 business days of the conflict.
- g) The Yuma County WDB Board Chair (or designee) will contact the petitioner and the appropriate Parties to verify that all are in agreement with the proposed resolution.
- h) The Yuma County WDB will report to the Workforce Arizona Council (WAC) and other appropriate parties when MOU negotiations with one-stop partners have reached an impasse.
- i) The Yuma County WDB and partners must document the negotiations and efforts that have taken place in the MOU. The WAC, one-stop partner programs, and the Governor may consult with the appropriate Federal agencies to address impasse situations (this process does not apply to the IFA below) after attempting to address the impasse. Impasses related to infrastructure cost funding must be resolved using the State Infrastructure cost funding mechanism (20CFR 678.73).

9. Addressing an Impasse

It is expected that Partners will participate in decision-making by consensus. Partners will first meet to seek a resolution if consensus cannot be reached. If the matter cannot be resolved, the parties to the issue shall summarize the issue in writing and submit it to the Yuma County WDB for mediation. All impacted Local Board members must recuse themselves if they are a party to the conflict. If recusals result in a lack of quorum for the Yuma County WDB the remaining members of the Yuma County WDB will select a standing Yuma County WDB member(s) to meet quorum and fulfill the role for purposes of mediation. All decisions will be made within a period of 10 business days and provided to the conflicted parties in writing. Where resolution cannot be reached, the Yuma County WDB will seek technical assistance from the AZ Department of Economic Security.

10. Monitoring

The Yuma County WDB (or its designated staff), officials from the State and Local administrative entities, 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.

All Parties to this MOU may be part of a 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 they 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 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, and
- as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Parts 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 agreement shall be 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 WDA 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 WDA 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 shall 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 recipient 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 shall 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 shall not lobby federal entities using federal funds and will disclose lobbying activities as required by law and regulations.

16. Debarment and Suspension

All Parties shall comply with the debarment and suspension requirements (E.O. 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. 29 cfr Part 93m 34 CRS part 82 ad 2 CFT 200.450.

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, it complies with TEGL 05-06, Implementing the Salary and Bonus Limitations in Public Law 109-234, TEGL 17-15, Workforce Innovation and Opportunity Act (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 the 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 Any State. All Parties shall 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.

Authority and Signature

Authority and Signature page is required for each signatory official (see list on page XX).

By signing my name below, I, Nidia Herrera, 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 expires either:

- a) In three years,
b) Upon amendment, modification, or termination, or
c) On June 30, 2029, whichever occurs earlier.

Nidia Herrera

07/01/26

Signature

Date

Nidia Herrera

Printed Name and Title

Yuma Private Industry Council, Inc.

Agency Name

(928) 329-0990 Ext. 1111 and/or nherrera@ypic.com

Agency Contact Information

Authority and Signature

Authority and Signature page is required for each signatory official (see list on page XX).

By signing my name below, I, Kari Hogan, 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 expires either:

- a) In three years,
b) Upon amendment, modification, or termination, or
c) On June 30, 2029, whichever occurs earlier.

Kari Hogan
Kari Hogan (Jul 5, 2026 12:03:27 PDT)

07/06/26

Signature

Date

Kari Hogan

Chief Administrative Officer

Printed Name and Title

Kari Hogan, Chief Administrative Officer

Agency Name

PPEP, Inc.

khogan@ppep.org

Agency Contact Information

Authority and Signature

Authority and Signature page is required for each signatory official (see list on page XX).

By signing my name below, I, Anna Hunter, Assistant Director, 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:

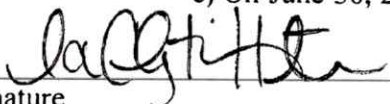
- ☒ The MOU
☒ The Operating Budget
☒ The Infrastructure Funding Agreement (IFA)

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 expires either:

- a) In three years,
b) Upon amendment, modification, or termination, or
c) On June 30, 2029, whichever occurs earlier.



Signature

July 23, 2026

Date

Anna C. Hunter

Printed Name and Title

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

(602) 542-4910 / ahunter@azdes.gov

Agency Contact Information

Authority and Signature

Authority and Signature page is required for each signatory official (see list on page XX).

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.

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 expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2029, whichever occurs earlier.

Kristen Mackey 07/20/2026
Signature Date

Kristen Mackey, Administrator
Printed Name and Title

Agency Name

Agency Contact Information

Authority and Signature

Authority and Signature page is required for each signatory official (see list on page XX).

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 expires either:

- a) In three years,
b) Upon amendment, modification, or termination, or
c) On June 30, 2029, whichever occurs earlier.

Beverly Wilson

07/09/26

Signature

Date

Beverly Wilson

State Director Adult Education & HSE Servi

Printed Name and Title

ARIZONA DEPT OF EDUCATION-LGA 9

Agency Name

000

beverly.wilson@azed.gov

Agency Contact Information

Authority and Signature

Authority and Signature page is required for each signatory official (see list on page XX).

By signing my name below, I, Frederick Bielke, 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 expires either:

- a) In three years,
b) Upon amendment, modification, or termination, or
c) On June 30, 2029, whichever occurs earlier.

Frederick Bielke

fbielke@nafhe.org

Signature

Date

fbielke@nafhe.org

President and CEO

Printed Name and Title

NAFHE

Agency Name

Frederick Bielke

fbielke@nafhe.org

Agency Contact Information



Authority and Signature

This Memorandum of Understanding shall require the approval of the Chief Elected Official (CEO) and Yuma County Workforce Development Board (LOCAL BOARD), a majority vote of the members present at the LOCAL BOARD meeting, and authorization for the execution of the Memorandum of Understanding.

In WITNESS WHEREOF, the parties hereto have executed this Memorandum of Understanding this 22nd day of June, 2026.

A handwritten signature in blue ink, appearing to read "Martin Porchas".

Martin Porchas, Chair, Yuma County Board of Supervisors

6/23/26
Date

A handwritten signature in black ink, appearing to read "Samuel G. Loveless".

Samuel G. Loveless, Chair, Yuma County Local Workforce Development Board

6-19-26
Date

A handwritten signature in black ink, appearing to read "Laura Wisniewski".

Laura Wisniewski, Vice-Chair, Yuma County Local Workforce Development Board

6/17/26
Date

Attachments

(Please include all of your relevant attachments here)

Examples:

- *One-Stop Operating Budget*
- *IFA*
 - *Effective period (if different from MOU) 20 CFR 678.755(a)*
 - *Infrastructure and shared services budget 20 CFR 678.755(b)*
 - *Identification of one-stop partners, CEO, and WDA participating in the IFA 20 CFR 678.755(c)*
- *Steps to reach consensus 20 CFR 678.755(d) and resolution process 20 CFR 678.755(e)*
- *Partner Matrix (Workforce GPS template)*
- *Partner Services Matrix* ○ *Business Services*
 - *Job Seeker Services*
 - *Youth Services*
- *Other References* ○ *Council Policy*

Attachment A

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

Partner Program	Organization	ARIZONA@WORK Location	Services Provided	Service Delivery method	Referral Method	Authorization /Category	# of staff	Weekly Staff Hours
Title 1B: Adult Dislocated Worker and Youth Program	Ross Innovative Employment Solutions, LLC (Adult and DW)	3850 W. 16 th Street Yuma, AZ 85364	Career and Training Services	In-person 5x week and virtual 5x week	Client Referral system (CRS)	20 CRF 678.400(b)(1)(i)	19	40
	Yuma Private Industry Council, Inc. (Youth)	300 S. 13 th Avenue Yuma, AZ 85364	Career and Training Services	In-person 5x week and virtual 5x week	Client Referral system (CRS)	20 CRF 678.400(b)(1)(i)	19	18
Adult Education and Family Literacy Act Programs under Title II of WIOA.	Adult Literacy Plus of Southwest Arizona	825 S. Orange Ave., Yuma, AZ 85364	High School Equivalent Diploma, English Language Learning, Career and Training Services	In-person 2x per quarter a total of (8 visits per year,	Client Referral system (CRS)	20 CRF 678.400(b)(1)(i)	2	6 hrs. per quarter
	Somerton Adult Education	1011 N. Somerton Ave., Somerton, AZ 85350	English Language, High School Equivalent Diploma and High School Diploma, Computer Certification, Educational Certification, Citizenship	In-person 2x per quarter a total of (8 visits per year)	Client Referral system (CRS)	20 CRF 678.400(b)(1)(i)	2	6 hours per quarter
	Arizona Western College Adult Education Program	2020 S. Avenue 8E Yuma, AZ 85365	High School Equivalent Diploma, English Language Learning, Career and Training Services	In-person 2x per quarter a total of (8 visits per year)	Client Referral system (CRS)	20 CRF 678.400(b)(1)(i)	2	4hrs per quarter

Equal Opportunity Employer/ Program Auxiliary Aids and Services Are Available Upon Request To Individuals With Disabilities.

Fred G. Acosta Job Corps Center	Job Corps	901 S. Campbell Avenue Tucson, AZ 85719	Career Technical Training and Education Services	In-person 2x week by appt. virtual 3x week	Client Referral system (CRS)	20 CRF 678.400(b)(1)(i)	1	40
Unemployment Compensation Program	Arizona Department of Economic Security	1800 E. Palo Verde St. Yuma, AZ 85364	UI Services	Virtual 5x's a week	Non- physical representative partner program	20 CRF 678.400(b)(1)(i)	1	40
Jobs for Veterans State Grants (Vets) under Title 38, U.S.C., Disabled Veteran Outreach Program (DVOP)	Arizona Department of Economic Security	3826 W. 16th Street Yuma, AZ 85364	Career Services	In-person 2x week	Client Referral system (CRS)	20 CRF 678.400(b)(1)(i)	1	40
Jobs for Veterans State Grant (Vets) Local Veteran Employment Representative (LVER) Under Title 38, U.S.C Disabled Veteran Outreach program (DVOP)	Arizona Department of Economic Security	3826 W. 16th Street Yuma, AZ 85364	Career Services	In person 5x's a week at both locations	Client Referral system (CRS)	20 CRF 678.400(b)(1)(i)	1	40
Trade Adjustment Assistance (TAA) under Title II of the Trade Act.	Arizona Department of Economic Security	1800 E. Palo Verde St. Yuma, AZ 85364	Career and Training Services	virtual 5x/week; there are no onsite for TAA in Yuma	Non- physical representative partner program	20 CRF 678.400(b)(1)(i)	1	40
Nacional Farmworker Jobs Program (NFJP) under Title I of WIOA	Portable Practical Educational Preparation Inc. (PPEP)	3826 W. 16 th Street, Yuma, AZ 85364	Career and Training Services	In-person 2x week and 3x virtual per week	In person referral and Clients Referral System (CRS)	20 CRF 678.400(b)(1)(i)	1	40
SCSEP Senior Community Service Employment Program authorized under Title V of the Older Americans Act of 1965	Senior Community Service Employment Program (SCSEP)	3826 W. 16 th Street, Yuma, AZ 85364	Career and Training Services	In-person 5x week	Client Referral system (CRS)	20 CRF 678.400(b)(1)(i)	2	25

Equal Opportunity Employer/ Program Auxiliary Aids and Services Are Available Upon Request To Individuals With Disabilities.

Vocational Rehabilitation under Title IV of WIOA	Arizona Department of Economic Security	1800 E. Palo Verde St. Yuma, AZ 85364	Career and Training Services	In-person 1x week or as needed/ virtual as needed	Client referral system (CRS), DES website, in person	20 CRF 678.400(b)(1)(i)	1	40
Wagner-Peyser Under Title III of WIOA	Arizona Department of Economic Security	1800 E. Palo Verde St. Yuma, AZ 85364 And 3826 W. 16th Street Yuma, AZ 85364	Career Services	In-person 5x week in both locations.	Client Referral system (CRS)	20 CRF 678.400(b)(1)(i)	1	40

Attachment B

BUSINESS SERVICES

Serve as a single point of contact for businesses, responding to all requests in a timely manner	Provide information and services related to Unemployment Insurance taxes and claims	Assist with disability and communication accommodations, including job coaches
Conduct outreach regarding the Local workforce system's services and products	Conduct on-site Rapid Response activities regarding closures and downsizings	Develop On-the-Job Training (OJT) contracts, incumbent worker contracts, apprenticeships, or pay-for-performance contract strategies. Including Internships and Work Experience
Provide access to labor market information	Provide customized recruitment and job applicant screening, assessment, and referral services	Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
Assist with the interpretation of labor market information	Conduct job fairs onsite and virtual	Develop customized training opportunities to meet specific employer and/or industry cluster needs
Use of one-stop center facilities for recruiting and interviewing job applicants	Consult on human resources issues	Coordinate with employers to develop and implement layoff aversion strategies
Post job vacancies in the state labor exchange system and take and fill job orders	Provide information regarding disability awareness issues	Provide incumbent worker upgrade training through various modalities
Provide information regarding workforce development initiatives and programs	Provide information regarding assistive technology and communication accommodations	Develop, convene, or implement industry or sector partnerships

Attachment C

JOB SEEKER SERVICES

Basic Career Services

At a minimum, all of the basic career services described below must be available through the one-stop delivery system.

Determination of whether the individual is eligible to receive assistance from the Adult, DW, Youth, or Title IV programs.

Outreach, intake, and orientation information, and other services are available.

Initial assessments of skill level(s) to determine literacy, numeracy, and English language proficiency, and other tools to determine aptitudes, abilities, and supportive service needs

Provision of referrals to and coordination of activities with other programs and services.

Provision of workforce and labor market information, relating to local, regional, and national labor market areas, such as job vacancy listings

In and out of area job search

Individualized Career Services

Are available to Adults & Dislocated Workers, Title III and Title IV participants after staff determines that such services are required to obtain or retain employment.

Comprehensive and specialized assessments of skill levels and service needs, which may include diagnostic testing and the use of other assessment tools.

Group and/or individual counseling, mentoring, and career planning.

Development of an Individual Employment plan to identify employment goals, appropriate achievement objectives, associated strategies, and an appropriate combination of services for the participant to achieve their employment goals, including information about eligible training providers and programs.

Training Services

Are available to assist Adult, Dislocated Workers, and Title IV participants in gaining skills and knowledge to obtain and retain employment.

Occupational skills training through Individual Training Accounts (ITAs)

On-the-Job Training (OJT)

Incumbent Worker Training

and placement assistance
(including provision of
information on in-demand
industry sectors and
occupations and non-
traditional employment)

Referral to training services

Literacy activities related to
work readiness

Performance information and
program costs for eligible
providers of training and
education,

English language acquisition
and integrated education and
training programs.

Financial literacy services,
out-of-area job search
assistance, and relocation
assistance.

Information on the availability
of supportive services

Work experiences, transitional
jobs, registered
apprenticeships, and
internships

Information and meaningful
assistance on Unemployment
Insurance claim filing

Information and assistance in
applying for financial aid for
training and education
programs not provided under
WIOA Title I B

Workforce preparation
activities that help an
individual acquire a
combination of basic
academic skills, critical
thinking skills, digital literacy
skills, and self-management
skills for successful transition
into and completion of
postsecondary education,
training, or employment.

Registered Apprenticeship

Other training services, as
determined by the workforce
partner's governing rules

YOUTH SERVICES

14 Elements

Element 1: Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to requirements for the completion of a secondary school diploma or High School Equivalency diploma (including a certificate of attendance or similar documentation for youth with a disability) or a recognized postsecondary credential.

Elements 3: Paid and unpaid work experiences are planned, structured learning experiences that have an academic and occupational education component. Types of work experience: Transitional jobs, Summer employment opportunities to include leadership development opportunities, pre-apprenticeship programs, internships and job shadowing, and on-the-job training opportunities.

Element 5: Education offered concurrently with Workforce Preparation and Training for a Specific Occupation which includes providing the following services at the same time; Workforce participation activities, basic academic skills and hands-on occupational skills training connected to a specific occupational cluster or career pathway.

Element 7: Supportive Services enable a youth to participant in youth activities.

Element 9: Follow-up services is provided following a youth's exit from the

Element 2: Alternative secondary school services, or dropout recovery services, are provided with the goal of helping youth to re-engage and persist in education that leads to the completion of recognized high school diploma or a high school equivalency diploma.

Element 4: Occupational skill training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by a certain occupational field. Priority consideration is offered to training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area.

Element 6: Leadership development opportunities encourage responsibility, confidence, employability, self-determination, and other positive social behaviors, which include: community & service learning projects, peer-centered activities, organizational and teamwork, decision-making, citizenship training and civic engagement activities.

Element 8: Adult Mentoring is a formal relationship between a youth participant and an adult mentor. The mentor offers guidance, support, and encouragement to develop the competence and character of the participant. Adult mentoring lasts at least 12 months and may occur during participation or during follow-up.

Element 10: Comprehensive Guidance and Counseling includes drug and alcohol abuse counseling, mental

program to help ensure that the youth is successful in employment and/or postsecondary education and training. Provided for not less than 12 months after the completion of participation.

Element 11 Financial Literacy Education includes activities such as creating budgets, open initial checking/savings accounts, manage spending, credit, debt, and how to make informed financial decisions.

Element 13: Services that Provide Labor Market and Employment Information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.

health counseling or referrals to partner programs that provide drug & alcohol abuse counseling and mental health counseling. This service helps alleviate additional barriers to education and work.

Element 12: Entrepreneurial Skills Training addresses the basics of starting and operating a small business such as taking initiative, seek out business opportunities, develop budgets, forecast resource needs and acquiring capital.

Element 14: Postsecondary Preparation and Transition Activities are activities that help youth prepare for advancement to postsecondary education and training which includes, exploring schools and assist youths with college admission applications, scholarship/grant searches/application, & financial aid application.

Appendix D

Title II Provider Referral, Coordination, and Workforce Partnership Framework

This Appendix establishes the coordinated referral procedures, partnership expectations, and allowable collaborative activities between participating Title II Adult Education providers and Arizona@Work partners under the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA). This appendix supports the implementation of integrated workforce and education services consistent with the Workforce Innovation and Opportunity Act (WIOA), the Arizona@Work shared services model, and regional workforce development priorities.

Participating partners agree to collaborate in the delivery of coordinated workforce and education services that strengthen participant access, improve service alignment, reduce duplication of effort, and support successful educational and employment outcomes. This appendix supports the integrated One Stop service delivery framework established under the Arizona@Work system.

A. Coordinated Referral Procedures

Participating partners agree to utilize a coordinated referral process designed to support participant access to workforce, education, training, and supportive services across Arizona@Work and Title II Adult Education programs.

Partners will:

- Utilize standardized referral procedures and referral documentation processes
 - Coordinate referrals through the Referral system or approved local referral processes utilized by the workforce area
 - Provide warm handoff referrals whenever possible to improve participant connection to services
 - Maintain communication regarding participant referrals, service coordination, and follow up activities
 - Support co enrollment opportunities whenever appropriate and allowable under program regulations
 - Maintain referral records and service documentation for monitoring, reporting, and compliance purposes
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- Promote coordinated service delivery that improves participant navigation across workforce and education systems

The referral process is intended to strengthen coordination between workforce and adult education partners while supporting integrated workforce development strategies aligned with WIOA and local workforce board priorities.

B. Referral Activities and Coordinated Services

Referral activities may include connection to workforce, education, training, and supportive services that support participant transition into employment, postsecondary education, occupational training, and career pathway opportunities.

Education and Training Services

- Adult education and literacy services
- GED preparation and High School Equivalency support
- English language acquisition services
- Integrated Education and Training (IET) programs
- Pre IET and workforce preparation activities
- Occupational skills training and credential pathways
- Postsecondary transition services
- Digital literacy instruction
- Employability and soft skill development

Workforce and Career Services

- Career advising and career exploration
- Resume and interview preparation
- Labor market information and career pathway guidance
- Job search and placement assistance
- Employer recruitment events and hiring fairs
- Apprenticeship and occupational training referrals
- Vocational rehabilitation referrals
- Retention and follow up services

Supportive Service Referrals

- Transportation resources
 - Childcare resources
 - Housing and community support referrals
 - Disability support services
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- Financial literacy and community resource referrals
- Services for individuals with barriers to employment including veterans, English language learners, low income individuals, justice involved participants, and individuals with disabilities

Participating partners agree to collaborate to ensure participants receive coordinated and timely access to services throughout the workforce and education system.

C. Cross Partner Collaboration and Communication

Participating partners agree to maintain ongoing communication and collaboration regarding participant referrals, workforce initiatives, and coordinated service delivery activities.

Partners will:

- Participate in cross training activities related to partner services, eligibility requirements, referral systems, and workforce alignment efforts
- Maintain current referral contact information and communication procedures
- Support timely follow up regarding referrals and participant outcomes
- Coordinate services to improve participant access and reduce duplication of services
- Collaborate in continuous improvement efforts designed to strengthen workforce and education outcomes

Partners acknowledge that coordinated communication and cross partner collaboration strengthen integrated service delivery and support successful participant outcomes.

D. Confidentiality and Data Sharing

Participating partners agree to comply with all applicable federal, state, and local confidentiality requirements related to participant information and referral activities.

Partners will:

- Maintain confidentiality of participant records and referral information
 - Share participant information only as allowable under applicable laws, regulations, and signed releases of information
 - Utilize secure communication and referral procedures when exchanging participant information
 - Maintain documentation sufficient for compliance, monitoring, reporting, and audit purposes
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All referral and information sharing activities shall comply with WIOA requirements, confidentiality standards, and applicable agency policies and procedures.

E. Billing and Invoicing Procedures

Participating Title II providers agree to operate under a shared MOU/IFA structure that supports coordinated workforce and adult education collaboration across the local workforce area. Consistent with the Arizona@Work shared services model, participating Adult Education providers will operate under one shared MOU framework for approved activities and services.

To support streamlined fiscal coordination and reduce duplication of administrative processes, participating Title II providers may submit a single coordinated invoice and payment request for approved Workforce Set Aside activities conducted under this agreement.

Billing Requirements

- Participating Title II providers will operate under one shared MOU/IFA agreement framework
- Approved workforce activities and services may be invoiced through a single coordinated payment process among participating Adult Education providers
- Invoices must align with approved activities outlined within the MOU/IFA and associated appendices
- Supporting documentation must accompany reimbursement requests
- Billing may include approved instructional, outreach, workforce coordination, referral, and operational support activities directly connected to this agreement
- Reimbursement requests may not exceed approved Workforce Set Aside allocations
- Reimbursement remains subject to local workforce board review, approval, monitoring, and applicable federal, state, and local regulations
- Participating providers will maintain documentation sufficient for compliance, monitoring, audit, and reporting purposes

This billing structure is intended to support efficient coordination, strengthen collaboration among Adult Education providers, and reinforce the shared services model established under WIOA and the Arizona@Work One Stop delivery system.

F. Purpose

The purpose of this appendix is to establish a coordinated workforce and adult education partnership framework that strengthens collaboration between Title II providers and

Arizona@Work partners through integrated workforce and education strategies aligned with WIOA requirements and regional workforce priorities.

These activities are intended to:

- Improve participant access to coordinated services
- Strengthen workforce and adult education alignment
- Support career pathway development and educational attainment
- Promote co enrollment and integrated service delivery
- Increase workforce readiness, credential attainment, and employment outcomes
- Support a seamless workforce system aligned with WIOA priorities and local workforce needs