



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

**Between**

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

**Program Years 2020 – 2022**



## **BACKGROUND AND PURPOSE**

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).

## **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.

The Infrastructure Funding Agreement (IFA) establishes a plan, whether it be financial or in-kind services, including terms and conditions, to fund the services and operating costs of the LWDA Comprehensive and Affiliate Centers.

## **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, 2020 through June 30, 2023. **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 Manager, 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 and 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 make efforts to provide accommodations to Title IB 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.

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 Services: When appropriate, priority of service is given to veterans and other eligible persons in all comprehensive and affiliate offices. Individuals with barriers to employment will also receive priority of services.

Title IV – Vocational Rehabilitation provides workforce development support and services to eligible individuals with disabilities. Title IV cannot prioritize services to veterans per regulations.

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, both on site and off site, 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:
  - Title I-B Adult, Dislocated Worker, and Youth Programs Service Providers
  - Title II Adult Education & Literacy-Arizona Department of Education
  - Title III Wagner-Peyser
  - 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  
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 1<sup>st</sup> Ave  
Parker AZ 85344  
Phone: (928) 669-8555

Fort Mojave Workforce Development  
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) 734-3542 or (800) 762-9630

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



NINETEEN TRIBAL NATIONS

Innovative Workforce Solutions

Workforce Development  
Pascua Yaqui Tribe  
7410 S Camino Vahcom  
Tucson AZ 85757  
Phone: (520) 879-5840

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

Apprenticeship/WIOA Programs  
Community Employment Division  
Salt River Pima-Maricopa Indian Community  
10005 E Osborn Rd  
Scottsdale AZ 85256  
Phone: (480) 362-7950

Institute for Career Development & Workforce Transformation  
San Carlos Apache College  
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) 567-1091

## **PARTNER PROGRAMS CONTACTS**

### Title II

Susan Aguilar  
Director, ABE Program  
Central Arizona College  
8470 N Overfield Rd  
Coolidge AZ 85128  
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Program Director  
Yavapai College  
1100 E Sheldon St  
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### Title III

Kenda Robinson  
Northern Region Manager  
DERS/Employer Engagement Administration  
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Kingman AZ 86401  
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### Title IV

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Program Manager  
DERS/Rehabilitation Services Administration  
400 W Congress Suite 420  
Tucson AZ 85701  
Phone: (520) 209-1047  
Email: rhilgefurd@azdes.gov

## **ONE STOP OPERATOR**

The Board has designated James E. Mize as the One-Stop Operator. The Board will ensure that firewalls and internal controls are in place for full compliance.



## 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

When appropriate, priority of services is given to:

- Veterans and other eligible persons
- Low-income clients and recipients of public assistance
- Ex-Offenders
- Individuals with limited English proficiency
- Individuals receiving unemployment insurance payments
- Unemployed and under-employed individuals
- Older workers
- Individuals with a disability

Because Title III, Title IV and Veteran staff are not physically located full-time in the Comprehensive One-Stop Center and not in the Affiliate Sites, the expectation is that appropriate staff will follow through quickly on any referrals.

Due to the COVID 19 pandemic, services are generally provided virtually or by phone. The Comprehensive One Stop Center Manager 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, and other appropriate events. If a participant needs individualized services, the appropriate Title III or IV staff will be contacted. It is expected that virtual services will be expanded and staff will 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 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

Career Services

Basic career services are available to all customers and include:

- Determination of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs, including co-enrollment
- Outreach, intake, and orientation to information and other services available through the one-stop delivery system
- Initial assessment of skill levels, including literacy, numeracy, and English language proficiency and aptitudes, abilities, and support service needs
- Labor exchange services including job search and placement assistance, and career counseling
- Referrals to other programs and services

Staff let these individuals know that the resource room and use of computers are available.

Staff may determine that individualized career services are necessary for an individual to obtain or retain employment. Individualized career services include:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers
- Development of an individual employment plan
- Individual or group counseling
- Career planning
- Short-term pre-vocational services, including development of learning, communication, and interviewing skills
- Internships and work experiences that are linked to careers
- Workforce preparation activities
- Financial literacy services

Job clubs will be conducted monthly or bi-monthly with Title I-B, Wagner-Peyser, Veteran Services, and Vocational Rehabilitation representatives participating, or providing support.

Title III services will be available virtually (telephone or online) as needed and on a pre-arranged coordination for on-site job fairs/events.

### Business Services

Businesses, other than tribal government and tribal entities, are non-existent or very limited on tribal lands. Staff will monitor job announcements received for all businesses. Staff are expected to regularly communicate with businesses to be made 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.

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 one-on-one or in a group setting.

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

The WP representative in the Comprehensive One-Stop Center will also provide information and guidance to Title I-B staff for the Trade Adjustment Assistance (TAA) activities.

The LWDB will request Title III staff to provide similar information in each Affiliate Center.

*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, including those who are visually impaired or blind, hard of hearing or deaf, who have experienced a traumatic brain or spinal cord injury, or who have a diagnosed mental health **condition**.

The LWDB **and local office staff will make efforts to provide accommodations to Title IB 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 one-stop center is physically and programmatically accessible to all customers, including those who are visually impaired or blind, hard of hearing or deaf, who have experienced a traumatic brain or spinal cord injury or who have a diagnosed mental health **condition**. The center uses principles of universal design and human-centered design, such as flexibility in space usage; the use of pictorial, written, and verbal modes to present information for customers with disabilities or limited English; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. Flexible business hours are also available to meet the customer needs. The one-stop center is ADA compliant.

Title I-B staff will work with Vocational Rehabilitation staff to ensure reasonable accommodations are made in a person's worksite.

The LWDB will request Vocational Rehabilitation staff to provide training in all local offices about serving individuals with disabilities.

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.

*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 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 InterTribal Council of Arizona (ITCA). Only the Tohono O'odham Nation receives funding through the 477 Program.

#### 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.

#### Jobs for Vets

The veteran service representative who regularly visits the comprehensive one-stop center will assist in providing services to veterans and other eligible persons. There is no specific Jobs for Vets program in the office.

#### 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)

SCSEP is not located in the comprehensive one-stop center. AARP received the Title V state portion for SCSEP. Staff are instructed to contact the Arizona Project Director, **Jessica Howell**, at [jhowell@aarp.org](mailto:jhowell@aarp.org) if they need more information about this program or assistance in providing services.

## **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 Individuals
- 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.



## **NON-DISCRIMINATION AND EQUAL OPPORTUNITY**

- 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 §683.600, 29 CFR Part 37 and the WIOA Guidance Letter #07-06. 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.

A 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.

**ASSURANCES**

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

## **INFRASTRUCTURE AGREEMENT (IFA)**

The duration of this MOU IFA is for a three-year period from July 1, 2020 through June 30, 2023. This document will be reviewed by all parties annually at a minimum to ensure appropriate funding and delivery of services.

### **PARTNER PROGRAMS**

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:

Cocopah Indian Tribe	Chairwoman Sherry Cordova
Colorado River Indian Tribes	Chairwoman Amelia Flores
Fort Mojave Indian Tribe	Chairman Timothy Williams
Gila River Indian Community	Governor Stephen R. Lewis
Ak-Chin Indian Community	Chairman Robert Miguel
Hopi Tribe	Chairman Timothy L. Nuvangyaoma
Hualapai Tribe	Chairman Dr. Damon R. Clarke
Pascua Yaqui Tribe	Chairman Peter Yucupicio
Quechan Indian Tribe	President Jordan D. Joaquin
Salt River Pima-Maricopa Indian Community	President Martin Harvier
San Carlos Apache Tribe	Chairman Terry Rambler
Tohono O’odham Nation	Chairman Ned Norris Jr.
White Mountain Apache Tribe	Chairwoman Gwendena Lee-Gatewood
Yavapai-Apache Nation	Chairman Jon Huey

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  
Senior HR Manager  
Human Resources Department  
Salt River Pima-Maricopa Indian Community  
10005 E Osborn Rd  
Scottsdale AZ 85256  
Phone: (480) 362-7891  
Email: crystal.banuelos@srbmic-nsn.gov

### NTN Executive Director

Ronnie D. Trusley  
4206 S 62<sup>nd</sup> Ln  
Phoenix AZ 85043  
Phone: (602) 510-9671  
Email: rtrusley@cox.net

### Title I-B Program LOCATIONS

- Cocopah Vocational Training Center  
Cocopah Indian Tribe  
14250 S Ave. I  
Somerton AZ 85350  
Phone: (928) 627-8026  
Center Type: Affiliate
- Employment Development & Training  
Colorado River Indian Tribes  
13370 1<sup>st</sup> Ave  
Parker AZ 85344  
Phone: (928) 669-8555  
Center Type: Affiliate
- Fort Mojave Workforce Development Department  
Fort Mojave Indian Tribe  
8490 S Hwy 95 Ste. 102  
Mohave 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
- Higher Education & Workforce Development Programs  
The Hopi Tribe  
Main Street off Highway 264  
Kykotsmovi AZ 86039  
Phone: (928) 734-3531  
Center Type: Affiliate
- Education & Training/WIOA  
Hualapai Tribe  
460 Hualapai Way  
Peach Springs AZ 86434  
Phone: (928) 769-2200  
Center Type: Affiliate
- Workforce Development  
Pascua Yaqui Tribe  
7410 S Camino Vahcom  
Tucson AZ 85757  
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) 567-1091  
Center Type: Affiliate

## 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.

### 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

Operating costs, such as overhead and administration, in the comprehensive one-stop center are covered exclusively by the Gila River Indian Community.

Signature Page

Title II, Arizona Department of Education

Sheryl Hart, Deputy Associate Superintendent  
Arizona Department of Education  
Adult Education Services

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Signature

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Date Signed





Signature Page

Title II, Arizona Department of Education

Steven Paulson, Chief Procurement Officer  
Arizona Department of Education

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Signature

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Date Signed

Signature Page

Title III, Vets, TAA, JOBS

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

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Signature Page

Unemployment Insurance

Sandra Canez, Administrator  
Unemployment Administration  
Arizona Department of Economic Security

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Signature

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Date Signed

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Vocational Rehabilitation

Kristen Mackey, Administrator  
Rehabilitation Services  
Arizona Department of Economic Security

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Signature

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Title II, Arizona Department of Education

Sheryl Hart, Deputy Associate Superintendent  
Arizona Department of Education  
Adult Education Services

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Title II, Arizona Department of Education

Steven Paulson, Chief Procurement Officer  
Arizona Department of Education

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Signature Page

One-Stop Comprehensive Center Manager  
Title IB Adult & Youth Service Provider

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

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Signature Page

Title IB Dislocated Worker Program

Diana Russell, NTN Dislocated Worker Program Manager  
Nineteen Tribal Nations

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Signature

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Date Signed



Signature Page

Nineteen Tribal Nations Workforce Development Board

Winifred Begay, Board Chair  
Nineteen Tribal Nations Workforce Development Board

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Signature

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Date Signed