

NOTICE OF PUBLIC MEETING AND EXECUTIVE SESSION  
PINAL COUNTY WORKFORCE DEVELOPMENT BOARD  
SUMMARY OF AGENDA FOR MEETING  
Tuesday, May 30, 2023

9:00 AM - CALL TO ORDER

PINAL COUNTY ADMINISTRATIVE COMPLEX  
CONFERENCE ROOM (1st FLOOR)  
135 N. PINAL STREET  
FLORENCE, AZ 85132

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BUSINESS BEFORE THE BOARD

- (1) Roll Call and Introductions
- (2) Consent Agenda: *All items indicated by an asterisk (\*) will be handled by a single vote as part of the consent agenda, unless a Board Member, Board Staff, or member of the public objects at the time the agenda item is called.*  
  
\*a. Discussion/approval/disapproval of the Pinal County Workforce Development Board Minutes May 18, 2023
- (3) Discussion/approval/disapproval: Selection of Chicanos Por La Causa as the ARIZONA@WORK Pinal County One Stop Operator. Section 121(d)(2)(A) of the Workforce Innovation and Opportunity Act WIOA, requires local workforce development boards to select a One Stop Operator at least once every four (4) years through a competitive process. The Pinal County Workforce Development Board conducted a competitive procurement with a Request for Proposal issued in December 2022. Best and Final Offers were received in May 2023. Chicanos Por La Causa has served as the One Stop Operator since 2019.
- (4) Discussion/approval/disapproval: The use of Program Year 2021 and Program Year 2022 grant funds to provide for a focused promotional campaign for ARIZONA@WORK Pinal County services offered by Blossom Digital Marketing not to exceed \$30,000 based on availability of funds.
- (5) Discussion/approval/disapproval: Use of ARIZONA@WORK Pinal County funds in the amount not to exceed \$87,700 be reimbursed by the Arizona Department of Economic Security in order to expedite the delivery of Rapid Response activities to serve individuals impacted by the Lucid Motors layoffs. In Arizona, Rapid Response activities are administered by the Division of Employment and Rehabilitation Services (DERS), a division of the Arizona Department of Economic Security (DES). This request has been approved by Arizona Department of Economic Security Policy and Fiscal Units. Rapid Response offers assistance and services to workers affected by layoffs, plant closures, or job loss due to natural or other disasters resulting in mass job dislocation as well as proactively mitigating potential layoffs or closings with layoff aversion strategies.
- (6) Call to Public -  
  
Consideration and discussion of comments from the public. Those wishing to address the Pinal County Workforce Development Board need not request permission in advance. Action taken as a result of public comment will be limited to directing staff to study the matter or rescheduling the matter for further consideration and decision at a later date.

## ADJOURNMENT

### **(SUPPORTING DOCUMENTS ARE AVAILABLE AT THE WORKFORCE DEVELOPMENT OFFICE)**

NOTE: One or more members of the Board may participate in this meeting by telephonic conference call. The Board may go into Executive Session for the purpose of obtaining legal advice from the County's Attorney(s) on any of the above agenda items pursuant to A.R.S. 38-431.03 (A)(3).

In accordance with the requirement of Title II of the Americans with Disabilities Act (ADA), the Pinal County Workforce Development Board does not discriminate against qualified individuals with disabilities admission to public meetings. If you need accommodation for a meeting, please contact the Workforce Development Office at (520)866-6227, at least (3) three business days prior to the meeting (not including weekends or holidays) so that your request may be accommodated.

Posted on the 24th day of May around 5:00 PM

ZOOM MEETING JOINING INFORMATION: [https://us02web.zoom.us/j/81704197310?](https://us02web.zoom.us/j/81704197310?pwd=WVJibjFzQ2V1ZEIrcmhsOEN3TzJNZz09)  
pwd=WVJibjFzQ2V1ZEIrcmhsOEN3TzJNZz09 Meeting ID: 817 0419 7310 Passcode: 791368 One tap  
mobile +16699009128,,81704197310#,,, \*791368# US (San Jose)  
+17193594580,,81704197310#,,, \*791368# US



AGENDA ITEM

May 30, 2023 ADMINISTRATION BUILDING A  
FLORENCE, ARIZONA

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**REQUESTED BY:**

**Funds #:**

**Dept. #:** Economic Development

**Dept. Name:** Workforce Department

**Director:** James Smith

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**BRIEF DESCRIPTION OF AGENDA ITEM AND REQUESTED BOARD ACTION:**

Roll Call and Introductions

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**BRIEF DESCRIPTION OF THE FISCAL CONSIDERATIONS AND/OR EXPECTED FISCAL IMPACT OF THIS AGENDA ITEM:**

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**BRIEF DESCRIPTION OF THE EXPECTED PERFORMANCE IMPACT OF THIS AGENDA ITEM:**

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**MOTION:**

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History	Who	Approval
Time		

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**ATTACHMENTS:**

[Click to download](#)

No Attachments Available



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**MOTION:**

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History	Who	Approval
Time		

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**ATTACHMENTS:**

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☐ [Meeting Minutes 5.18.23](#)

**NOTICE OF PUBLIC MEETING AND EXECUTIVE SESSION PINAL COUNTY WORKFORCE DEVELOPMENT  
BOARD ACTION SUMMARY**

**Thursday, May 18, 2023**

**2:00 PM - CALL TO ORDER**

**PINAL COUNTY ADMINISTRATIVE COMPLEX CONFERENCE ROOM (2<sup>nd</sup> FLOOR)**

**135 N. PINAL STREET**

**FLORENCE, AZ 85132**

**1. Roll Call and Introductions**

Meeting called to order at 2:06 pm Roll call taken. Quorum met.

**Members Present:**

- Liz Harris Tuck
- Harold Christ
- Tim Tucker (Zoom)
- Richard Wilkie (Zoom)
- Lynn Parsons (Zoom)
- Andrew Clegg
- Joshua Paine (Zoom)
- Erica Ballesteros (Zoom)
- Stacey Rich (Zoom)
- Susan Aguilar (Zoom)
- Logen Kelly (Zoom)
- Bryan Seppala (Zoom)
- Eric Craft

**Members Absent:**

- Jakob Andersen
- Abram Cordell
- Jim Garrett
- Mary Fleck
- Christina Riedel
- Jack Beveridge

**Staff Present:**

- Joel Millman
- Laura Loiacono
- Carrie Fike
- Moriah Robles

## 2. CONSENT AGENDA

*All items indicated by an asterisk (\*) will be handled by a single vote as part of the consent agenda, unless a Board Member, Board Staff, or member of the public objects at the time the agenda item is called.*

- a. **\*Discussion/Approval/Disapproval** of the PCWDB Draft Meeting Minutes April 20, 2023
- b. **\*Discussion/Approval/Disapproval** of the recommendation to add the following training programs submitted by Central Arizona College to the statewide Eligible Training Provider List (ETPL) at the request of Central Arizona College:
  - Phlebotomy Certificate
  - Microsoft Office Specialist: Word,
  - Warehouse, Inventory, and Logistics
  - Retail Industry Fundamentals Certificate.

Arizona's ETPL is the list of training providers and their programs that have been approved to receive Workforce Innovation and Opportunity Act Adult, Dislocated Worker and Youth Program funds to train eligible participants.

**Motion Entered by: Susan Aguilar**

**Second: Lynn Parsons**

**Item Action: Approved**

- 3. **Discussion/Approval/Disapproval** for the consideration for reappointment of Jack Beveridge of Empowerment Systems to the Pinal County Workforce Development Board Term of Service July 1, 2023- June 30, 2025.

**Motion Entered by: Harold Christ**

**Second: Lynn Parsons**

**Item Action: Approved**

- 4. **Discussion/Approval/Disapproval** of the Pinal County Workforce Development Board Budget Report:

- c. Program Year 2023 /Fiscal Year 2024Allocation
- d. Work Based Learning
- e. May 18, 2023 (added) – Budget Report
  - Carrie Fike presented the Pinal County Workforce Development Board Budget Report and reviewed the status of the remaining balance of funds representing the Program Year 2021 allocation which expires on June 30, 2023.
  - Joel Millman presented the Minimum Funding for the Program Year 2023/Fiscal Year 2024 allocation. The Arizona Department of Economic Security provided minimum funding amounts to each of the local workforce development areas in accordance with the Hold Harmless provision found in the Workforce Innovation

and Opportunity Act and 20 CFR 683.215(a). Actual allocations will be set by the Workforce Arizona Council at their June 1, 2023 meeting.

➤ Joel Millman also presented the additional Work-Based Learning funding that will be made available with the Program Year 2023/Fiscal Year 2024 allocation. These funds are intended to increase current work-based learning programs, promote system alignment and partnership, and improved data sharing and data integrity. Work-based learning programs include:

1. Registered Apprenticeship
2. Incumbent Worker Training
3. On-The-Job Training
4. Customized Training

Work-based learning funds are for adult and dislocated workers and does not include youth activities. Pinal County can expect \$125,000 in initial funding with the opportunity to apply for an additional \$200,000 in funding.

**Motion Entered by: Richard Wilkie**

**Second: Andrew Clegg**

**Item Action: Approved with the addition of subsection c.**

- 5. Discussion/Approval/Disapproval** of the 2023-2025 ARIZONA@WORK Pinal County Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA). The Workforce Innovation and Opportunity Act and associated Arizona State Policy set by the Workforce Arizona Council requires the Pinal County Workforce Development Board (PCWDB) to develop, execute, and maintain a MOU and IFA with ARIZONA@WORK Pinal County partner programs. The MOU documents the alignment, accessibility and quality of workforce development services made available by the ARIZONA@WORK Pinal County workforce system. The IFA serves as the financial plan to which the ARIZONA@WORK Pinal County partner programs, Pinal County Board of Supervisors, and the PCWDB have agreed will be used to achieve their goals of delivering services in Pinal County.

Joel Millman provided an overview of the Memorandum of Understanding and Infrastructure Funding Agreement (MOU/IFA). The documents were composed with input by all partners and all partners have signed. Once approved by the PCWDB, the MOU/IFA will be forwarded to the Pinal County Board of Supervisors for final approval. The MOU/IFA is planned to be reviewed with all parties on a quarterly basis to ensure it remains current.

**Motion Entered by: Richard Wilkie**

**Second: Susan Aguilar**

**Item Action: Approved**

**6. Presentation of the Board Chair Report**

- Chair Tuck requested that Joel Millman provide the following:

- i. An overview of the Lucid Motors Rapid Response plans. Staff is currently coordinating with the State Rapid Response Coordinator and Lucid Motors on a comprehensive approach to providing services to impacted employees.
  - ii. The Arizona Workforce Summit being planned for June 29-30<sup>th</sup>. Invitations were sent and registration has begun with almost 100 individuals registered to date.
  - iii. An introduction to the “Building Pathways to Infrastructure Jobs Grant” opportunity. There are two rounds for applications – July 7, 2023 and March 2024. It was agreed that the Pinal County Workforce Development Board staff will work with members and the community to start preparing to submit an application in March 2024.
  - iv. Exploration of reconfiguring the Pinal County Workforce Development Board into a 23 member board to ensure compliance with Workforce innovation and Opportunity Act requirements. The following are potential new members who have expressed interest in joining the board: Job Corps and the Arizona Construction and Building Trades Council. Having them join would necessitate two additional business members – leading to a newly configured 23 member board. Staff will provide a formal proposal to be presented to the full board with a target at the July 2024 meeting.
- Chair Liz Tuck shared her plans to conduct an overview of the ARIZONA@WORK Pinal County Training Assessment and plans to present it to partner administrators. Staff will schedule the session with the Administrators.

**Item Action: Information Only. No action taken**

## **7. Election of Pinal County Workforce Development Board Officers**

- Joel Millman presented an overview of the 2023 PCWDB Officer Elections to date. Elections will be held during the June 2023 meeting.

**Item Action: Information Only. No action taken**

## **8. Contractor Provider Reports**

- f. Adult/Dislocated Worker Program
- g. Youth Program
- h. One Stop Operator

**Item Action: Information Only. No action taken**

## **9. Featured Partner Presentation: Rolanda Cephas – Housing Program**

Rolanda Cephas, Executive Director of the Pinal County Housing Authority and Heather Wilson presented an overview of the Resident Opportunity for Self Sufficiency Program.

**Item Action: Information Only. No action taken**

## **10. Board Member Profile: Eric Craft**



As part of the ongoing series for PCWDB members to informally introduce themselves to other Board Members, Eric Craft presented.

Item Action: Information Only. No action taken

- **Adjourn**

Meeting adjourned at 4:08 pm.



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**MOTION:**

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History		
Time	Who	Approval

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**ATTACHMENTS:**

Click to download
<input type="checkbox"/> <a href="#">One Stop Operator Procurement</a>
<input type="checkbox"/> <a href="#">RFP Scope of Work</a>



Eric R. @WORK

# Pinal County Workforce Development Board Competitive Procurement: One Stop Operator

May 2023

# One Stop Operator

**At a minimum**, the one-stop operator must coordinate the service delivery of required one stop (ARIZONA@WORK Pinal County) partners and service providers.

**May not** perform the following functions:

- Convene system stakeholders to assist in the development of the local plan; prepare and submit local plans (as required under sec. 107 of WIOA);
- Be responsible for oversight of itself;
- Manage or significantly participate in the competitive selection process for one-stop operators;
- Select or terminate one-stop operators, career services, and youth providers; negotiate local performance accountability measures; or
- Develop and submit budget for activities of the local workforce development board

**Current One Stop Operator:** Chicanos Por La Causa (2019)



# Types of entities that may be a one-stop operator

- An institution of higher education;
- An Employment Service State agency established under the Wagner-Peyser Act;
- A community-based organization, nonprofit organization, or workforce intermediary;
- A private for-profit entity;
- A government agency;
- A Local Workforce Development Board, with the approval of the chief elected official and the Governor; or
- Another interested organization or entity, which is capable of carrying out the duties of the one-stop operator. Examples may include a local chamber of commerce or other business organization, or a labor organization.

*Elementary schools and secondary schools are not eligible as one-stop operators, except that a nontraditional public secondary school such as a night school, adult school, or an area career and technical education school may be selected.*



# Timeline: Solicitation for One Stop Operator

<b>December 29, 2022:</b>	Request for Proposal Released
<b>February 2, 2023:</b>	Request for Proposal Period Ends
<b>May 2023:</b>	Best and Final Offers Received
<b>May 30, 2023:</b>	Best and Final Offers Presented to the Pinal County Workforce Development Board for Selection
<b>June 21, 2023:</b>	Pinal County Workforce Development Board Selection Presented to Pinal County Board of Supervisors
<b>July 1, 2023:</b>	New Contract Starts

## Based on Best and Final Offers (May 2023)

Responding Entity	Score (max. 1,200)	Proposed Cost (annual)
Chicanos Por La Causa	1,107.00	\$129,290
Equus Workforce Solutions	982.62	\$159,012



Attachment A  
Scope of Work (SOW)

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The Contractor shall adhere to the following minimum specifications, performance requirements and all terms and conditions within this contract.

**I CONTRACTOR RESPONSIBILITIES**

**1. Overall Administration**

The Contractor shall:

- 1.1 Comply with WIOA regulations, the most recent version of the ARIZONA@WORK Pinal County Workforce Development Plan ("Plan"), and state and local policies.
- 1.2 Have the capability to modify their offering to comply with any new revised WIOA regulations, state policies and local policies.
- 1.3 Provide services as the "ARIZONA@WORK Pinal County One Stop Operator" and under the ARIZONA@WORK Pinal County brand regardless of organizational affiliation.
- 1.4 Ensure that as a One-Stop Operator, they:
  - 1.4.1 Disclose any potential conflicts of interest arising from the relationships with particular training service providers or other service providers, including, but not limited to, career services providers.
  - 1.4.2 Refrain from establishing practices, in coordinating services and serving as a one-stop operator ,that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services; and
  - 1.4.3 Comply with Federal regulations and procurement policies relating to the calculation and use of profits, including those at 20 CFR § 683.295, the Uniform Guidance in 2 CFR Part 200 including the contractual provisions in 2 CFR 200.326 and 2 CFR part 2900 and other applicable regulations and policies.
- 1.5 Provide competent and cooperative management with a vision for developing and supporting a positive and collaborative organizational environment.
- 1.6 The successful proposer will provide adequate staff of sufficient qualifications and experience to effectively perform services in this Scope of Work. Preferred characteristics include staff who:
  - (a) Make customer satisfaction and service a priority and interact with customers and system partners in a positive manner.
  - (b) Can quickly adapt to changes in service delivery.





- (c) Build rapport and maintain effective relationships with partners through consistent and clear communication.
- (d) Are sensitive to the unique needs of individuals with disabilities and prepared to provide necessary accommodations.
- (e) Afford PCWDB the courtesy of reviewing the resumes of top candidates who shall serve as the One-Stop Operator not less than twenty-four (24) hours before conducting an interview, Contractor shall confer with PCWDB prior to final hiring offer made. Contractor shall indemnify and hold PCWDB harmless from any all employment related claims for damages caused or alleged to have been caused during the hiring process.

## **2. Coordination of Services.**

The Contractor shall:

- 2.1 Staff the Lobby desk at the designated comprehensive job center in Casa Grande and provide adequate back-up for this function
- 2.2 Lobby desk staff will:
  - (a) Be knowledgeable in all initiatives and ARIZONA@WORK Pinal County partners
  - (b) Serve as the initial contact for all center services.
  - (c) Greet all customers, answer incoming calls and assist job seekers in the Resource Room and other functions as necessary to create a warm, welcoming environment.
    - The contractor is encouraged to leverage partner program work experience (WEX), and other career building opportunities ~~to provide back-up to~~ for this function (e.g., Senior Community Service Employment Program, Temporary Assistance for Needy Families/ Jobs Program or ~~program~~ partner WEX)
  - (d) ~~Maintain records as required of data points identified and~~ Administrative duties as agreed to by partners and the PCWDB One Stop Operator Lead.
  - (e) ~~It is the responsibility of the One Stop Operator to ensure the Lobby Desk function is staffed at all times.~~
- 2.3 The successful proposer will create and implement a process to ensure that all customers learn about the benefits of ARIZONA@WORK Pinal County. Such a process will include at a minimum:
  - (a) An overview of services to determine customer needs.
  - (b) Providing assistance to customers with creating an email account, if needed.
  - (c) Information regarding public workshops and hiring events and community resources upon request.
  - (d) Basic assistance with AJC registration (virtually or center-based).
  - (e) Refer individuals who need more intensive assistance to the appropriate partner through an agreed upon referral process and a mechanism to track such referrals.
  - (f) Observe customers to determine computer literacy and Limited English Proficiency (LEP) and make referrals to system partners as needed.
- 2.4 Coordinate the service delivery of required and participating ARIZONA@WORK Pinal County partners and service providers. All services must be consistent with the ARIZONA@WORK Pinal County Workforce

Development Plan. The One-Stop Operator will ensure that all ARIZONA@WORK Pinal County One-Stop partners adhere to ~~the~~ ARIZONA@WORK ~~Pinal County~~ branding policy and represent one unified brand to customers. As of the issuance of this RFP, the following programs/partners offer services in Pinal County as part of the ARIZONA@WORK Pinal County One-Stop System; however, other required or additional partners may be added or removed at the discretion of the PCWDB;

- (a) Programs authorized under Title I of WIOA:
  - Adult Program
  - Dislocated Worker Program
  - Youth Program
- (b) Migrant and Seasonal Farmworker Programs (National Farmworkers Job Program);
- (c) The Wagner-Peyser Act Employment Service program authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by WIOA Title III;
- (d) The Adult Education and Family Literacy Act (AEFLA) program authorized under Title II of WIOA;
- (e) The Vocational Rehabilitation (VR) program authorized under Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.) as amended by WIOA Title IV;
- (f) The Senior Community Service Employment program authorized under Title V of the Older American Act of 1965 (42 U.S.C. 3056 et seq.);
- (g) Trade Adjustment Assistance activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.);
- (h) Jobs for Veterans State Grants programs authorized under chapter 41 of Title 38, U.S.C.;
- (i) Temporary Assistance for Needy Families (Jobs Programs only);
- (j) Employment and training activities carried out by the Department of Housing and Urban Development; and Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law).

- 2.5 Direct the flow and delivery of services in accordance with ARIZONA@WORK Pinal County workforce system policies and consistent with the vision of the PCWDB.
- 2.6 Use a high level of innovation and creativity in designing and implementing a human-centric workflow system that will benefit ARIZONA@WORK Pinal County customers;
- 2.7 Be responsible for the coordination, and implementation of the partner program service delivery system as outlined in the most current version of the “ARIZONA@WORK Pinal County Workforce Development Plan”, (Plan).
- 2.8 Ensuring System Partners’ contact information is accurate and updated when needed.
- 2.9 Monitor results of referrals between partners.
- 2.10 Coordinate and facilitate meetings between the system partner leaders and staff to share best practices, discuss workforce trends, and provide education on System Partner programs and services. Responsibilities include preparing meeting agendas, notes, and distributing them to the System Partners and Board staff in advance.



- 2.11 Encourage System Partner collaboration including continuously striving to achieve shared ownership for success of the customer and the system; and contributing to collective accountability that recognizes system outcomes.
- 2.12 Evaluate job seeker and employer needs and satisfaction data monthly to continually refine and improve service strategies. Develop a process to share this information with all partners to develop strategies for continuous improvement of service delivery.
- 2.13 Utilize a partner-approved web-based calendar to schedule and coordinate ARIZONA@WORK Pinal County events, job fair/hiring events, workshops, and other meetings being held that benefit ARIZONA@WORK Pinal County customers. Provide oversight of the web-based calendar with the understanding that co-located partners have the ability to add meetings to the calendar.

**3. Oversee various One-Stop System service delivery locations.**

The Contractor shall:

The successful applicant will have the ability to implement a seamless system of service delivery regardless of location. Job centers and other means of access should be designed to provide access to ARIZONA@WORK Pinal County services in a uniform manner (same level of service) regardless of the location or mode of initial and ongoing contact to the customer.

- 3.1 To ensure services are easily accessible, customer driven, personalized and responsive to the community's workforce development needs, the successful proposer will:
  - (a) Ensure that all designated ARIZONA@WORK Pinal County ~~designated~~ comprehensive job centers have opening and closing procedures daily, Monday through Friday, excluding Arizona State and Pinal County holidays (New Year's Day, Martin Luther King, Jr. Birthday, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving and the day after Thanksgiving, and Christmas Day) and that planned closures are prominently displayed for the purpose of customer notification. This includes notification to ensure updated notices on designated websites.
  - ~~(b) Determine the number of One-Stop Operator and partner staff needed for each designated job center.~~
  - (c) Manage the workflow of customers through an agreed upon tool by all partners, accurately assess and identify the needs of customers and connect those customers to appropriate services in a seamless manner.
  - (d) Ensure Resources Rooms in designated comprehensive job centers are used solely for self-service activities using computers and other technology with limited assistance, as needed, to navigate and access programs and services. Activities that require the exchange of personal information, are to be conducted at partner work stations.
  - (e) Create and maintain a form and process by which ~~System~~ ARIZONA@WORK Pinal County ~~P~~partners can seek authorization to use meeting room space within the job centers.
  - (f) Work with all co-located and non co-located partners to maintain the Operations Manual that defines and provides a means to meet common operational needs including but not limited to Standards of Work for all functional within the ARIZONA@WORK Pinal County services delivery



system. Operations will take into account referral of customers to partners regardless of location of services.

- 3.2 Oversee the ARIZONA@WORK Pinal County service locations ~~throughout the county, as well as including telephone and virtual service delivery. There are three levels of Career Centers; Comprehensive, Affiliates and Electronic Access Points. At a minimum, the One-Stop Operator will visit each of the service locations once a month or as determined by the PCWDB. Service locations include the following; however, additional locations may be added or removed as service delivery is established at the discretion of the PCWDB.~~

- (a) Comprehensive Center: The Comprehensive Center shall be open to the public from 8 AM to 5 PM Monday through Friday and shall follow Pinal County's Holiday Schedule.

ARIZONA@WORK Pinal County  
Business and Career Center  
820 E. Cottonwood Lane, Bldg. E  
Casa Grande, AZ 85122

- ~~(b) Affiliate Sites: If the Affiliate site is housed within a non-county facility, the holiday schedule of that facility shall be followed.~~

#### 4. Tracking and Reporting.

The metrics and reports required for this contract shall include, but are not limited to the following. The contractor shall:

- 4.1 Submit the following reports and metrics to the PCWDB by the 15<sup>th</sup> day following month end:
- (a) The One-Stop Operator shall gather data as required by the PCWDB and disseminate as necessary. Such a report is to be prepared for presentation to the PCWDB on a monthly basis. Elements to be included but not limited to are listed in section 4.2:
- 4.2 Maintain a "flow board" of all partner enrollees who are within six months of completing their program participation and preparing for job search. Such "flow board" will consist of an agreed upon applicant identifier, the occupational goal, certification attained (or planned) and workshops completed in anticipation of job search.
- 4.3 Maintain data on Arizona Career Readiness Credentials obtained via ARIZONA@WORK Pinal County by partner participants as well as those issued to the general public.
- 4.4 Total number of participants placed in employment, and total number broken out by the following:
- Number placed in targeted industries/ in-demand occupations as defined by the PCWDB.
  - Number of placed in training-related employment.
  - Starting wage of those placed in employment.
  - Total number of credentials earned, including the Arizona Career Readiness Credential.

- Total number of credentials related to in-demand occupations.
- Total enrolled in more than one ARIZONA@WORK Pinal County partner program.

- 4.5 Data capturing job seeker and business customer satisfaction with ARIZONA@WORK Pinal County services.
- 4.6 Provide PCWDB and ARIZONA@WORK Pinal County staff the following data points for each hiring event:
- 4.6.1 Number of employers
  - 4.6.2 Number of partner referred program participants (to be identified prior to the event)
  - 4.6.3 Number of hires made by employers attending the event
  - 4.6.4 Business satisfaction
- 4.7 Submit a General Ledger summary of expenditures to the Pinal County Economic and Workforce Development Department by the 15<sup>th</sup> day following the end of a month. Failure to submit accurate and complete reports by the 15<sup>th</sup> day following the end of a month, may result, at the option of Pinal County, in retention or forfeiture of such payment.

These reports shall be sent to:

Director  
ARIZONA@WORK Pinal County  
(email to be provided)

Pinal County Economic and Workforce Department  
135 N Pinal Street  
Florence, AZ 85132

## 5. Invoice Requirements.

The contractor shall:

- 5.1 Send the previous month's invoice by the 15<sup>th</sup> day following the end of the month. See Exhibit E – "Invoice Sample-OSO".
- (a) The invoice shall include the following:
- Name of Contractor
  - Invoice Date
  - Invoice Number
  - Total Invoice amount (must match monthly expenditure reports)
  - Purchase Order Number
  - Reporting period represented by the invoice
  - Authorized signature
  - Backup General Ledger summary of expenditures

## 6. Partner Leadership.

The contractor shall:

6.1 Conduct workflow analysis in the development of a needs assessment that identifies gaps and or challenges in-person, by phone and virtual service delivery.

(a) Submit recommendations of such assessments to the PCWDB and other system partners when applicable.

~~6.2 Analyze whether ARIZONA@WORK Pinal County staff possesses the appropriate training, tools and equipment needed to carry out job functions, including:~~

~~(a) Creating a needs assessment that identifies existing gaps among staff and partner agency staff to ensure their success in supporting service deliveries, and providing recommendations at quarterly meetings regarding specific training needs and professional development;~~

~~(b) Reporting recommendations and results of staff training to the PCWDB and other system partners when applicable.~~

~~(c) Track participation by ARIZONA@WORK Pinal County in required training.~~

6.3 In coordination with the PCWDB, assure all ARIZONA@WORK Pinal County partners understand their roles in workforce system initiatives impacting customers, such as career pathways, sector strategies, Arizona Work Readiness Credential, business services, expansion of virtual services, expansion of ARIZONA@WORK Pinal County across the county etc.

## **7. Ensure and Report Compliance:**

The contractor shall:

7.1 Ensure Americans with Disabilities Act and WIOA section 188 compliance for the ARIZONA@WORK Pinal County service delivery locations.

(a) ARIZONA@WORK Pinal County service delivery locations have and maintain adequate, up-to-date signage related to accessibility of space and programs in compliance with ADA and WIOA section 188.

(b) Report annually to the PCWDB on ADA and WIOA section 188 compliance.

## **8. Projects and Initiatives:**

The contractor shall:

8.1 Serve as a liaison between PCWDB and its staff and ARIZONA@WORK Pinal County partner program leadership and staff in the implementation of specific projects and initiatives

8.2 All products developed by the contractor remain the property of Pinal County and must adhere to identification of the funding source per state fiscal policy.

## **9. Continuous Improvement Activities:**

The contractor shall:



## PINAL COUNTY

- 9.1 Implement continuous quality improvement processes to determine efficiency of data tracking, collection, and analysis methods, and integrate lessons learned to update best practices.
- 9.2 Assess current level of the effectiveness of quality services based on metrics defined by the PCWDB. ~~(See exhibit C “ARIZONA@WORK Pinal County Mthly Rpt-OSO”)~~
- 9.3 Coordinate and adjust delivery practices in collaboration with ARIZONA@WORK Pinal County partner programs to the benefit of both job seekers and business customers.
- 9.4 Convene ARIZONA@WORK Pinal County partners at a minimum on a quarterly basis, or more frequently if requested by a majority of MOU partners, the One-Stop Operator or the Pinal County Workforce Development Board.
  - (a) Provide written and verbal updates on the coordination of the service delivery of ARIZONA@WORK Pinal County partners and identify areas of strength and challenge areas.
  - (b) Determine agenda and provide minutes to Partners for each meeting.
  - (c) Provide meeting agenda and previous meeting minutes to the local board designee.
- 9.5 Coordinate with partners and officials to review service delivery and efficiencies.
- 9.6 Assist the PCWDB in developing strategies for serving businesses in Pinal County.
- ~~9.7 — Coordinate Monthly Business Services Meetings with ARIZONA@WORK Pinal County business services team.~~
- 9.8 Identify additional locations across the county for service delivery expansion.
- 9.9 Recommend tools and technology, to support seamless in-person and virtual service delivery.
- 9.10 Build relationships between ARIZONA@WORK Pinal County partners to create a stronger ARIZONA@WORK Pinal County System to create an inclusive system that benefits all partner programs and customers.
- 9.11 Maintain current ARIZONA@WORK Pinal County Directory, that contains program descriptions and contact information for all ARIZONA@WORK Partners.
- 9.12 Assist to collect data from all ARIZONA@WORK Pinal County partners for the ARIZONA@WORK Pinal County dashboard.
- 9.13 Perform internal continuous improvement efforts by:
  - (a) Creating a Customer Satisfaction Survey (job seekers and employers) to determine recommended system improvements and to address any concerns identified. The survey should be accessible to all job center customers and the survey outcomes should be reported on the monthly report to the Board.

## **II PCWDB RESPONSIBILITIES (SEPERATION OF DUTIES)**

The Pinal County Workforce Development Board shall:

- 1.1 Convene system stakeholders to assist in the development of the local plan.
- 1.2 Prepare and submit local plans (as required under Sec. 107 of WIOA.)
- 1.3 Provide Program oversight including oversight of the One-Stop Operator.
- 1.4 Participate in the competitive selection process for One-Stop Operators.
- 1.5 Select or terminate One-Stop Operators, Career Service Providers and Youth Providers.
- 1.6 Negotiate Local Performance Accountability Measures.
- 1.7 Develop and submit budgets for activities of the PCWDB.
- 1.8 Facilitate partnering and implementation of agreed upon roles, resource sharing, etc. via the ARIZONA@WORK Pinal County Memorandum of Understanding (MOU).

## **III PERFORMANCE MEASURES**

- 1.1 Oversight, monitoring, and evaluations will be conducted by the PCWDB and its staff against the criteria listed and defined below. The PCWDB may add additional performance measurements over the course of the contract.
- 1.2 Integrated Service Delivery – Develop, implement and revise as necessary a written plan in support of clear business strategies for the ARIZONA@WORK Pinal County system that supports the ARIZONA@WORK Pinal County Workforce Development Plan.

- (a) Inclusive of performance metrics that will lead to an integrated seamless service delivery system for ARIZONA@WORK Pinal County for both virtual and in-person services.

The Plan is to include but not limited to the following:

- Orientation and Registration for job seekers and business customers.
- Outline of customer flow for in-person, telephonic and online service tracks.
- How the operator will ensure all service locations are monitored and highly functional.
- Compliance with Federal, State and Local policies, including Equal Employment Opportunity EEO.
- Staff development (training) plan.
- Customer surveys.
- Keep the PCWDB apprised of progress in meeting the goals of the plan per an agreed upon project management tool and regular reports presented during designated PCWDB full board meetings.



Plan to be completed and accepted by the PCWDB by ~~August 31~~ **September 30, 2023** of each program year under the awarded contract.

#### **IV PROVIDED SPACE AND EQUIPMENT**

1.1 Pinal County shall provide:

- (a) A work space at the comprehensive center in Casa Grande (Contractors may provide optional locations, including a detailed facilities budget for other space for consideration by the PCWDB. The PCWDB has final determination and acceptance of space.)

1.2 The PCWDB may provide:

- (a) A computer and printer for daily operations.

#### **V EXPENDITURES**

- 1.1 Expenditures for the One-Stop System will comply with 2 CFR 200; Public Law 113-128 of the 113<sup>th</sup> Congress described as the Workforce Innovation and Opportunity Act and Federal and State regulations and guidelines under the WIOA Title, 1-B Federal Grant.



AGENDA ITEM

May 30, 2023 ADMINISTRATION BUILDING A  
FLORENCE, ARIZONA

---

**REQUESTED BY:**

**Funds #:**

**Dept. #:** Economic Development

**Dept. Name:** Workforce Department

**Director:** James Smith

---

**BRIEF DESCRIPTION OF AGENDA ITEM AND REQUESTED BOARD ACTION:**

Discussion/approval/disapproval: The use of Program Year 2021 and Program Year 2022 grant funds to provide for a focused promotional campaign for ARIZONA@WORK Pinal County services offered by Blossom Digital Marketing not to exceed \$30,000 based on availability of funds.

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**BRIEF DESCRIPTION OF THE FISCAL CONSIDERATIONS AND/OR EXPECTED FISCAL IMPACT OF THIS AGENDA ITEM:**

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**BRIEF DESCRIPTION OF THE EXPECTED PERFORMANCE IMPACT OF THIS AGENDA ITEM:**

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**MOTION:**

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History		
Time	Who	Approval

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**ATTACHMENTS:**

Click to download

- |                                                                              |
|------------------------------------------------------------------------------|
| <input type="checkbox"/> <a href="#">Marketing ARIZONA@WORK Pinal County</a> |
| <input type="checkbox"/> <a href="#">Agenda Item 4 Special Meeting</a>       |

May 2023

The Pinal County Workforce Development Board (PCWDB) is appointed by the Pinal County Board of Supervisors (BOS) and certified by the Workforce Arizona Council (state workforce board). The PCWDB oversees the ARIZONA@WORK Pinal County network of public and private partners to coordinate a cohesive strategy for talent development within the county.

The Pinal County Workforce Development Board is seeking assistance in creating a comprehensive marketing campaign for the ARIZONA@WORK Pinal County workforce development system.

### STATEMENT OF WORK

The Pinal County Workforce Development Board is seeking itemized quotes and a timeline for work to be done by an organization that can provide the following:

- I. **Conduct an environment scan** of current ARIZONA@WORK and Pinal County Workforce Development Board marketing collateral and usage strategies (Strengths, Weaknesses, Opportunities, Threats (SWOT analysis).
- II. **Develop a comprehensive marketing plan** that incorporates printed materials, videos and social media campaigns. There are two target markets to include in the plan:
  - a. **Employers:** Services to employers include but not limited to providing labor market information and analysis, facilitating and hosting recruiting events, posting job openings on the Arizona Job Connection online job board, screening and matching applicants, On-the-Job Training including subsidized wages for qualified individuals, and developing custom training for existing employees.
  - b. **Job Seekers:** Services to job seekers, includes job search assistance, career planning, skill and interest assessments, skills training, and job readiness workshops.

***The marketing plan must include how the applicant will keep the Pinal County Workforce Development Board apprised of progress of activities via monthly reports.***

- III. **Create a Social Media Toolkit** include:
  - a. Place social media content on the designated sites
  - b. Possible ad placements on social media sites

### NOTES:

1. All work using the ARIZONA@WORK Pinal County brand, logos, etc. must conform to the ARIZONA@WORK branding style guide and the Pinal County branding guidelines as well as federal and state policies regarding advertising, outreach and public relations.
  - [ARIZONA@WORK Branding Style Guide](#)
  - [State Policy](#) (see Page 3, Section 102 "Advertising, Outreach and Public Relations)
2. Website design is not part of this solicitation.
3. A statement of qualifications including samples of past/current work performed must be included in the proposal.

**Pinal County Workforce Development Board  
Special Meeting  
May 30, 2023**

**Agenda Item 4:** The use of Program Year 2021 and Program Year 2022 grant funds not to exceed \$30,000 to provide for a focused promotional campaign for ARIZONA@WORK Pinal County services .

March 2023: Pinal County Workforce Development Board staff inquired if not more than 2-3 Board members were interested in working with staff in the development of a plan to implement the Workforce Arizona Council branding policy, including a Statement of Work for the possible procurement of services to assist the Board with a comprehensive plan to implement print, online, and social media outreach efforts for ARIZONA@WORK Pinal County services.

Board Members: Jack Beveridge, Lynn Parsons, Richard Wilkie (Liz Tuck (Chair))

April 2023: Statement of Work developed

May 2023: Request for Quote issued to six (6) vendors. Two quotes received. Three indicated that they cannot provide the requested services at this time. One did not respond within required timeframe. Recommendation: Blossom Digital

Blossom Digital Marketing	Proposed Cost
Environment Scan	\$ 390.00
Marketing Plan	\$ 1,200.00
	\$ 1,590.00
<b>Options: (Annual Totals based on monthly costs)</b>	
Social Media Content Mgmtn	\$ 5,688-7,140
Social Media Advertising	\$ 13,104-34,980
Programmatic Display Advert	\$ 7,500 - 18,840
Streaming TV Advert	\$ 22,740 - 66,324
Video Production	\$625 per video
Pat David Design Group	Proposed Cost
Environment Scan	\$ 5,700.00
Marketing Plan	\$ 7,600.00
	\$ 13,300.00
<b>Options: (Annual Totals based on units = 6 each)</b>	
Media Toolkit	\$ 11,400
Social Media Digital Advert	\$ 2000-12,000
Print Collateral Suite	\$1,425-8,550
Videos/Digital Media	\$1,710-10,260
Printing/Fabrication	\$500 -3,000
Misc (Stock photos, shipping, etc.)	\$ 225 - 1,350

May 30, 2023: Recommendation presented to Pinal County Workforce Development Board.



AGENDA ITEM

May 30, 2023 ADMINISTRATION BUILDING A  
FLORENCE, ARIZONA

---

**REQUESTED BY:**

**Funds #:**

**Dept. #:** Economic Development

**Dept. Name:** Workforce Department

**Director:** James Smith

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**BRIEF DESCRIPTION OF AGENDA ITEM AND REQUESTED BOARD ACTION:**

Discussion/approval/disapproval: Use of ARIZONA@WORK Pinal County funds in the amount not to exceed \$87,700 be reimbursed by the Arizona Department of Economic Security in order to expedite the delivery of Rapid Response activities to serve individuals impacted by the Lucid Motors layoffs. In Arizona, Rapid Response activities are administered by the Division of Employment and Rehabilitation Services (DERS), a division of the Arizona Department of Economic Security (DES). This request has been approved by Arizona Department of Economic Security Policy and Fiscal Units. Rapid Response offers assistance and services to workers affected by layoffs, plant closures, or job loss due to natural or other disasters resulting in mass job dislocation as well as proactively mitigating potential layoffs or closings with layoff aversion strategies.

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**BRIEF DESCRIPTION OF THE FISCAL CONSIDERATIONS AND/OR EXPECTED FISCAL IMPACT OF THIS AGENDA ITEM:**

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**BRIEF DESCRIPTION OF THE EXPECTED PERFORMANCE IMPACT OF THIS AGENDA ITEM:**

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**MOTION:**

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History	Who	Approval
Time		

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**ATTACHMENTS:**

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☐ [A@W Pinal County Cty Rapid Response SOW](#)

☐ [Rapid Response Summary](#)

May 2023

The Pinal County Workforce Development Board (PCWDB) is appointed by the Pinal County Board of Supervisors (BOS) and certified by the Workforce Arizona Council (state workforce board). The PCWDB oversees the ARIZONA@WORK Pinal County network of public and private partners to coordinate a cohesive strategy for talent development within the county.

The ARIZONA@WORK Pinal County Business Service Team, in coordination with the Arizona Department of Economic Security, is seeking assistance in providing services to job seekers who may have been impacted by a layoff and employers who are seeking to hire such individuals.

### STATEMENT OF WORK

The Pinal County Workforce Development Board is seeking itemized quotes and a timeline for work to be done by an organization that can provide the following in under the guidance of the ARIZONA@WORK Pinal County Business Service Team:

I. **Organize and implement** a series of workshops tailored for individuals recently laid off from employment or seeking to further their careers. Such workshops may include but not limited to:

- Job Search Strategies
- Interviewing Techniques
- Resume Creation and Update
- Financial Literacy and Personal Budgeting
- Negotiating Salaries

Such workshops may be conducted either in-person or online prior to hiring events or held concurrent to such events.

II. **Organizing and implementing job fairs, career expos, etc.** targeting Pinal County employers who are actively seeking to fill vacant positions. Such activities may include but are not limited to:

- Recruiting employers seeking to hire targeted populations including Veterans, low income, and individuals who have overcome barriers to employment
- Assist with marketing such job fairs, expos, etc. to promote such events to maximize the talent pool available to participating employers

#### NOTES:

1. All work will be conducted using the ARIZONA@WORK Pinal County brand, logos, etc. must conform to the ARIZONA@WORK branding style guide and the Pinal County branding guidelines as well as federal and state policies regarding advertising, outreach and public relations.
  - [ARIZONA@WORK Branding Style Guide](#)
  - [State Policy](#) (see Page 3, Section 102 “Advertising, Outreach and Public Relations)
2. A statement of qualifications including samples of past/current work performed must be included in the proposal.

**Pinal County Workforce Development Board**

**Special Meeting**

**May 30, 2023**

**Agenda Item 5:** Advance funding for mass layoff event to be reimbursed by the Arizona Department of Economic Security.

May 2023

- In Arizona, Rapid Response are authorized under Section 133 and 134(a)(2)(A) of the Workforce Innovation and Opportunity Act. Rapid Response offers assistance and services to workers affected by layoffs, plant closures, or job loss due to natural or other disasters resulting in mass job dislocation as well as proactively mitigating potential layoffs or closings with layoff aversion strategies.
- In Arizona, Rapid Response activities are administered by the Division of Employment and Rehabilitation Services (DERS), a division of the Arizona Department of Economic Security (DES). Local workforce development areas do not receive an allocation for Rapid Response activities. Impacted employees qualify to be served under the Dislocated Worker Program. Local workforce development boards who engage in qualifying Rapid Response activities through their local Rapid Response teams, are eligible to be reimbursed by DERS/DES for costs incurred in serving the impacted business and employees.
- DERS/DES has approved reimbursement up to \$87,700 to ARIZONA@WORK Pinal County for a Rapid Response event.
- In March 2023, Lucid Motors announced a major layoff impacting over 900 of its employees in Pinal County. Impacted employees were placed on administrative leave through May 31, 2023.
- In response to the Lucid Motors layoff, ARIZONA@WORK Pinal County teamed with the state Rapid Response team to formulate a coordinated approach for the provision of Rapid Response services to serve at least 300 attendees (based on the most recent Job Fair conducted by ARIZONA@WORK Pinal County). Given the number of employees impacted, it was agreed that a third party vendor, experienced with working with ARIZONA@WORK, employers and employees would be beneficial in support of this effort.
- It was agreed that ARIZONA@WORK Pinal County would have the ability to expeditiously conduct a Request for Quote for services identified by the joint local-state Rapid Response effort.
- Working with the Pinal County Procurement Office and the Arizona Department of Economic Security, a Request for Quote for assistance was issued on May 4 and sent to five entities. Two responded.  
Recommendation: Career Connectors

Organization	Quote
<b>Career Connectors</b>	\$59,825 ( includes assistance with promotion , registration, workshops on various topics)
<b>Professional Development Services</b>	\$1,650 for one (1) resume workshop for 50 individual + \$995 per individual job seeker served)



AGENDA ITEM

May 30, 2023 ADMINISTRATION BUILDING A  
FLORENCE, ARIZONA

---

**REQUESTED BY:**

**Funds #:**

**Dept. #:** Economic Development

**Dept. Name:** Workforce Department

**Director:** James Smith

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**BRIEF DESCRIPTION OF AGENDA ITEM AND REQUESTED BOARD ACTION:**

Posted on this 24th day of May around 5:00 PM

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**BRIEF DESCRIPTION OF THE FISCAL CONSIDERATIONS AND/OR EXPECTED FISCAL IMPACT OF THIS AGENDA ITEM:**

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**BRIEF DESCRIPTION OF THE EXPECTED PERFORMANCE IMPACT OF THIS AGENDA ITEM:**

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**MOTION:**

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History	Who	Approval
Time		

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**ATTACHMENTS:**

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AGENDA ITEM

May 30, 2023 ADMINISTRATION BUILDING A  
FLORENCE, ARIZONA

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**REQUESTED BY:**

**Funds #:**

**Dept. #:** Economic Development

**Dept. Name:** Workforce Department

**Director:** James Smith

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**BRIEF DESCRIPTION OF AGENDA ITEM AND REQUESTED BOARD ACTION:**

ZOOM MEETING JOINING INFORMATION: [https://us02web.zoom.us/j/81704197310?](https://us02web.zoom.us/j/81704197310?pwd=WVJibjFzQ2V1ZElrcmhsOEN3TzJNZz09)  
pwd=WVJibjFzQ2V1ZElrcmhsOEN3TzJNZz09 Meeting ID: 817 0419 7310 Passcode: 791368 One tap  
mobile+16699009128,,81704197310#,,, \*791368# US (San Jose)+17193594580,,81704197310#,,, \*791368# US

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**BRIEF DESCRIPTION OF THE FISCAL CONSIDERATIONS AND/OR EXPECTED FISCAL IMPACT OF THIS AGENDA ITEM:**

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**BRIEF DESCRIPTION OF THE EXPECTED PERFORMANCE IMPACT OF THIS AGENDA ITEM:**

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**MOTION:**

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History	Who	Approval
Time		

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