

Ms. Marcella Crane
Arizona Developmental Disabilities Planning Council
3839 N. 3rd Street, Suite 306,
Phoenix, AZ 85012

August 15, 2019

(Sent Electronically)

Dear Marcella,

RE: Tempe's BEST– Year 2 - Renewal Grant Application

We appreciate the opportunity to apply for Tempe's BEST – Year 2 funding. Tempe's Building Employment Support and Training (BEST), has three goals, to:

- **Change Tempe's inclusion culture and language competency***
- **Hire six employees with developmental disabilities to increase neurodiversity**
- **Create a municipality model to share with others for replication**

Inclusion Culture – Tempe's culture change has begun; many barriers came down; yet more remain to remove. BEST received support to become an "Employment First Tempe," from our partners. This change helped update our hiring policy to increase hiring opportunities. **YEAR 2:** Employment First Tempe will be shared with departments, agencies, and others.

Language Competency - Tempe revised its hiring policy to facilitate hiring people with disabilities. Also revised into "Easy English" to increase inclusion of underserved populations in governing, in an "Equity in Action" RFQ. This is a Tempe first! **YEAR 2:** BEST materials will be in Spanish. Outreach will increase the racial diversity of applicants. A "Disability Inclusion Listening Session," will enable staff, partners, and the public to advise Tempe, where it needs to be more inclusive.

Hiring – There are four positions for which we are facilitating interviews, and nine applicants in progress. There have been 12 applicants total, in Year 1. **YEAR 2:** Tempe intends to hire six applicants. BEST will request funds for 4 PT positions by 7/2020.

Municipal Model – Tempe's BEST model is being refined based on surveys and results. **YEAR 2:** Tempe will share the model with others to increase hiring and competency in working with people with developmental disabilities.

We look forward to hearing from you!

Sincerely,

Tempe's BEST Team

***This document is in Easy English at 12th grade reading level.**

Michele Stokes, ADA Compliance Specialist, 480-350-2704, Relay Service Users: 7-1-1
Strategic Management and Diversity Office / Mail Code: 01-5 / 31 East Fifth Street, 2nd Floor, Tempe, AZ 85281

Michele_Stokes@Tempe.gov / www.Tempe.gov/ADA

1. Describe the overall purpose of your program and how it aligns with the ADDPC Goal of Self-Advocacy. Explain in specifics why the ADDPC should continue funding your program.

Tempe's Building Employment Support and Training (BEST) will do the following.

- BEST will increase Tempe's inclusion culture and language competency.*
- BEST will facilitate hiring 6 applicants w/ Intellectual/Developmental Disabilities (I/DD).
- BEST will create a municipal model to share with other cities.

Tempe's BEST aligns with ADDPC's goals:

1. Self-Advocacy. Employment builds confidence to advocate in other areas. Within Tempe's BEST we teach applicants to self-advocate for accommodations. We ask that they attend Work Incentives, Planning and Assistance (WIPA) counseling at Ability360, to know how employment will support their goals and finances.

2. Employment. Tempe's BEST will increase employment of people with I/DD through policy change and training. Upon success, Tempe intends to share the model and best practices, with other municipalities.

3. Inclusion. Tempe's BEST is seeking every chance to create diversity in the culture of the city. The goal is to have a more inclusive culture. This includes linguistic competency in the employment model. This increases the understanding of people with I/DD in governance and employment.

Why should ADDPC continue funding?

Numbers over time, tell the story in AZ and Tempe.

2010 - 22.2% of individuals with I/DD are engaged in integrated employment in Arizona

2012 - 4.6% of AZ's residents are estimated to have "cognitive" disabilities ¹

2014 - 22% of day services clients are working in competitive settings.

2014 - 14% of AZ's day services funding went towards integrated employment

2016 - 2.8% to 4.0% increase of Tempe residents with I/DD was seen from 2015-2016

2017 - 4.8% of AZ's residents has "cognitive" disabilities.²

¹ I/DD is not specified. "Cognitive" is indicated. This percentage does not include those with "self-care" or "Independent living" needs, which may also include individuals with I/DD.

http://www.disabilitystatistics.org/StatusReports/2012-PDF/2012-StatusReport_AZ.pdf

² I/DD is not specified. See note #1. http://www.disabilitystatistics.org/StatusReports/2017-PDF/2017-StatusReport_AZ.pdf?CFID=20314651&CFTOKEN=43382f51b88e6da9-7B676CAA-OC17-2355-4F2D4057AE3D67FE

A PARTNER'S SURVEY COMMENT

"I feel that the BEST program is an amazing first step in working with the city of Tempe in its commitment to be an @work city. Working in vocational services for special needs for the past 7 years, I realize how difficult a program like this is to run successfully. But I know that it is programs like this that will be the change this population needs to have a successful future."

Tempe works best with diverse employees to serve our equally diverse community. ADDPC and partners' support us to spur changes needed to be culturally diverse. The grant helps increase hiring and our partners with others to develop a hiring model

























Tempe is willing to support the efforts of inclusion. BEST has provided sensitivity and awareness to city employees for almost a year and has support of City Council and upper management. Departments agreed to provide in-kind supports and to explore strategies for hiring. Human Resource has committed to Employment First Tempe, and "increasing the pool of qualified applicants with disabilities in all vacancies."




Collaboration is what really makes this work. Partnerships with agencies resulted in good referrals to BEST. Recruitment is ongoing. We surveyed applicants and partners. Their satisfaction rates are strongly supportive. Good partners make all the difference!

2. Provide a summary of the program achievements for the current year of funding. Include all key activities that have been undertaken based on the implementation plan. Describe success and barriers that were overcome, and what activities are being undertaken in the last quarter.

Tempe's BEST model is shown below. It includes the following.
(Yellow X are in progress in the 4th quarter.)

- Building – Developing the program and sharing the model.
- Employment – Recruiting applicants, encouraging interviews.
- Supports - Coordinating employee and supervisor supports.
- Training – Instructing individuals, workgroups and city employees.

Building	Employment	Supports	Training
Friends of Tempe Partnerships & Friends 	You got the Job Non-competitive Opportunities 	We Welcome You as you Are Cultural/Linguistic 	We are so glad you're here BEST Orientation 
Begin at the End Evaluation, Metrics & Reporting 	Discover Your Genius Job Themes 	To Your Benefit Money & Benefit Counseling 	Getting to know all about you 1:1 Training 
Tempe wants you Inviting Applicants Selection/Referral 	Show & Tell Informational Interviews 	What to do Policies, Practices & Procedures 	Embrace the Dis' Awareness Training 
Practice makes Perfect Refinements 	Your way works Customized Strategies 	What you need Universal Design Accommodations 	Tempe Culture Employee's Cultural Training 
Best & Final Create the BEST Program Model 	Try, Try Again Trial Work Opportunities 	Work longer Non-competitive Promotions 	BEST Workgroup Workgroup Cultural Training 
Share the Wealth Marketing the Model 	Work Smarter Job Skill Training & OJT 	Getting There Transportation Support 	Classy Tempe City Training classes for Emp. 

 Green – Complete
 Yellow – In progress
 Red – To be completed in 4th quarter or beyond

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Success - Known Barriers Have Been Eliminated!

We strategically resolved barriers. Some were city government and policy barriers. Some were external. Some were procedural. Solutions came from partners, people with I/DD, and city staff. **All were resolved.**

Barrier: Solution

1. **Started late due to approval delays:** Some task deadlines were shortened
2. **Decentralized PT Hiring:** Changed to a dept. approach using employee survey data
3. **No Centralized Hiring Fund:** BEST match/marketing of PT dept. funded positions
4. **Training Partner Delay:** New partner - UA/Sonoran UCEDD agreement in progress
5. **No Disability Hiring Policy:** Guidelines changed & Employment First Tempe began
6. **Short Application timeframe:** Created a pool of applicants who are ready
7. **Need More Interviews:** Coordinator advocates for applicant interviews
8. **Competition:** Supervisors see BEST applicants first, when possible
9. **On-boarding Supports:** Contract with "Focus" for job coaching is in progress
10. **External Agency Application Approval:** Worked with VR/DD to change form
11. **Stigma of Accommodation cost:** Secured \$30,000 fund for citywide use
12. **Stigma of Low Standard:** Applicant lists incl. qualifications, degree, experience

Some 4th Quarter Activities

Tempe's BEST:

- Presented to Community Service & Human Services supervisors.
- Received 7 new applicants; BEST will have 16, in total once processed.
- Conducted Participant & Partner Surveys to determine areas to improve.
- Met with VR/DD to resolve barrier related to wording of BEST's application.
- Webpage design is being updated: new logo, streamlined for easier use.
- Securing a job coach vendor for on-boarding employees with no state support.
- Received \$30,000 for BEST & dept. use to remove "accommodation cost" stigma.
- Created applicant list of degrees & work history to dispel "low expectations" stigma.

3. Describe the role of community partners that are part of the project and how they support your project.

Tempe's BEST Partners serve the applicants we want to hire. Their experience in serving people with neurodiversities daily provides BEST with first-hand strategies, resources, ideas and experience and how to market to families.

Partners serve as advisors, sounding boards, and provide applicant referrals. They bring applicants to the quarterly meetings. Provide feedback on materials. They help BEST understand barriers, solutions, systemic difficulties, and potential solutions.

Partners are crucial to the future of Tempe's BEST. Partners help find solutions to support sustainability: Why is BEST important? What difference will BEST make in the Tempe community? How do we tell stories that need to be told? What cultural changes support longevity and leverage? What can we do to increase ideas, communication, space, training, relationships, partnerships and testing? It's the partners who help BEST to become sustainable.

We are constantly seeking partners. Current partners are listed below.

- (*) Original partners, who submitted a support letter in the initial grant request,
- (^) New partners, and
- (#) Funders, agencies, contractual partners.

- Ability360 *
- Arizona Developmental Disabilities Planning Council #
- Arizona Technology Access Program (AzTAP) *
- AZ DES Division of Developmental Disabilities #
- AZ DES Vocational Rehabilitation Administration #
- Best Buddies of Arizona ^
- Dr. Dennis Friedman ^
- Elite Community Services ^
- First Place Arizona ^
- Focus Employment Services #
- Foundation for Blind Children ^
- Life Quest Training & Consulting, LLC #
- Matthew Wangeman, NAU Institute for Human Development (NAU/IHD) *
- Pathway to Work *
- Scottsdale Training and Resource Services (STARS) *
- Southwest Autism Research and Resource Center (SARRC) *
- The Arc of Tempe *
- The Centers for Habilitation (TCH) *
- University of Arizona/Sonoran Universities for Excellence in Developmental Disabilities(UA/Sonoran UCEDD) #

4. Summarize feedback from participants, professionals and other stakeholders during the current funded period. Explain how this feedback will be integrated in program design for year 2, and in the overall evaluation process.

Life Quest Training and Consulting, LLC, provided two surveys during the 4th quarter. One to stakeholders/partners and another to participants/applicants. Response options ranged from 1 to 5 stars. Stars had values: 1-Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, 5-Strongly Agree. Both had open-ended questions to encourage comments.

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The participants (applicants) survey was e-mailed to 12 applicants, 10 of whom are active in the program. The response rate was 83%, which shows the high level of interest and involvement of participants. The highest scores were in reference to questions about the BEST staff, where scores ranged from 4.44 to 4.67. The lowest scores, all the same, at 3.67, were relating to the program itself. The responses summarized areas to improve upon in Year 2. These included providing more information about the program; providing more job leads; and being clear about what the program can and cannot provide. These results are not surprising as applicants have not yet been hired, and part time positions were identified, starting in the third quarter.

The stakeholders (partners) survey was emailed to 19 individuals in 14 agencies, and 10 responded. The highest scores were in reference to questions about program goals, communications with stakeholders, and continuing their support; they ranged from 4.0 to 4.40. The lowest scores were in reference to questions about program function, applicant referral communication/collaboration and quarterly meetings. Scores ranged from 3.50 to 3.86. Recommendations were sought, as well. Two comments in particular, summarize areas to strategize for solutions in Year 2:

- “To focus on individuals (applicants) strengths, needs, and interests so to better match an available job position. It is also important to continue to provide City of Tempe employees with opportunity to engage with co-workers, regardless if in same department, so to spread awareness and acceptance.”
- “View the program as a sales (program) with hiring managers because they may not yet be onboard beyond thinking it (is) a great idea for someone else in a city office, not their own.”

Quarterly meeting feedback generally consisted of recommendations, ideas, and encouragement to continue. Each meeting also included a guest with developmental disabilities invited by partners to participate. Each guest received a \$25 gift card for their participation.

5. Describe efforts to work in or promote the program in underserved or unserved areas of the state or with certain populations that are often overlooked.

Tempe's BEST Coordinator marketed at a job fair at Rio Salado College. Presentations were given at the American Indian Disability Summit. A workshop was provided at the IHD/AzTAP Disability Conference. We attended a community fair to reach the general population. BEST was highlighted at the Tempe Mayor's Disability Award Celebration. BEST was marketed through Tempe's Public Information Office. We have worked with partners and agencies to reach these populations, as well.

6. Summarize evaluation findings to date, including the number of participants served, and their level of satisfaction. Explain if your program is on track with proposed target numbers, if not describe barriers to reaching target numbers. Include other data from the performance measures applicants were asked to track.

Being early in the process, we have not hired six people, to date but have 12 applicants who are in process. Even so, the 4th Quarter evaluation shows participants rated satisfaction at 4.59, on a 5.0 scale, overall. There is room to improve and we will.

In Year 1, we began Tempe's BEST: hiring the BEST Coordinator, creating the structure, application and data collection framework. Work began on compiling information for website design, protocols, processes, policy change, and training.

Applicant Chart Description: Applicant details show 9 applicants who are in the process of being assisted by BEST; two dropped out, and one is "pending," We accepted 12 applicants from 5 cities, ranging in age from 19 to 65, six male/six female. The years of work range from 1 to 34 years. Five applicants have bachelor's degrees, five applicants graduated from high school. One had an associate degree and one had some college. Two minority applicants' equal 17 percent of the applicant pool. Incidentally, both live in ZIP Codes where more than 20 percent of the population are under the poverty level. Two applicants were self-referrals, three were referred by Vocational Rehabilitation (VR), and seven referrals were from BEST partners.

Applicant Initials	City	Applicant Zip Code	% Pop. Under Poverty Level	Age	Gender	Race Ethnicity	Language	Yrs of Work	Education Level	Referring Agency	Active or Inactive
AE	Peoria	85383	2.60%	65	Male	Caucasian	ASL	25	Bachelor's	VR	Active
AF	Tempe	85283	21.30%	42	Female	Hispanic	English	3	Bachelor's	Partner	Inactive
CC	Phoenix	85044	5.70%	26	Female	Caucasian	English	1	High School	Self-Referral	Pending
EK	Mesa	85203	18.00%	26	Female	Caucasian	English	4	High School	VR	Active
JG	Chandler	85248	15.90%	50	Male	Caucasian	English	10	Bachelor's	Partner	Active
JRH	Mesa	85202	19.20%	21	Female	Caucasian	English	1	High School	Self-Referral	Active
LE	Phoenix	85012	9.60%	25	Female	Caucasian	English	5	Some College	Partner	Inactive
LP	Phoenix	85037	18.10%	63	Female	Caucasian	English	34	Associate's	Partner	Active
MJR	Phoenix	85044	5.70%	19	Male	Caucasian	English	3	High School	VR	Active
SA	Tempe	85282	19.00%	29	Male	Caucasian	English	3	Bachelor's	Partner	Active
SS	Phoenix	85019	37.70%	45	Male	Asian	English	4	Bachelor's	Partner	Active
TW	Chandler	85248	9.12%	52	Male	Caucasian	English	6	High School	Partner	Active

Based on the demographics, Year 2 marketing efforts will be increased to reach African American and other underserved populations by presentations at the African American Conference on Disability and invite Arizona Center for African American Resources (www.AZCAAR.org) to become a partner.

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7. Describe any changes that will be planned for the second year, including program design, target numbers, collaborators, implementation, staffing, evaluation and other activities.

Program Design Changes. When we designed BEST, we wanted to provide non-competitive employment opportunities, but this was not feasible. We changed the model to provide competitive integrated employment opportunities. BEST's model in Year 2 will show this change. Other refinements include adding full-time position and apprenticeship opportunities.

Target numbers. The BEST applicant pool will increase to 20 or more. BEST will facilitate the hire of six or more applicants.

Collaborators. We will work with partners, Arizona Employment First, and others to create marketing efforts to leverage our hiring efforts.

Implementation Changes. Tempe's BEST will be increasing internal marketing, hiring supervisor relationships, and other supports.

Internal Marketing – Information will be presented to supervisors at department meetings and training sessions.

Part-time Positions. The Grant Coordinator will request funding in January 2020, for four part-time positions to be under BEST control.

Apprenticeships. Tempe is planning two Public Works Apprenticeship opportunities. One in Fleet Management to provide maintenance on city vehicles. And one in Solid Waste to learn truck operations. The Coordinator will interview BEST applicants, first.

Staffing. Supervision for BEST requires more hours than initially estimated. Hours for BEST's Supervisor and Grant Coordinator will increase to 10 hours each, weekly.

Evaluation. We have three evaluations for city employees, partners, and applicants. We will be creating surveys for BEST supervisors and support agencies in Year 2 to determine effectiveness and obtain recommendations.

8. Elaborate on sustainability efforts the organization will or has currently undertaken to support the program. Describe efforts that show commitment from other sources of funds.

BEST Program Coordinator. In January 2020, Year 2, the Strategic Management and Diversity Office will begin discussions Human Resources and Finance to incorporate the BEST Coordinator position and expenses into the city budget by the end of Year 3. The process requires a budget supplemental request, based on hiring success, during this second year. The budget supplemental request cannot be submitted until January 2021,

for a July 2021-22 budget year. If approved, it would occur, and start in the 3rd year, 4th quarter, pending Tempe's BEST being awarded a 3rd year grant. This year's success will be a critical benchmark.

We expect the city will fulfill the budget request, giving BEST some permanence, pending Year 2 success. Tempe's BEST supports our City Council Goal 3.13 - Disability Social Inclusion/Employment metric. We will also seek grant funds, as well.

9. Attachment 1: Provide an Implementation Plan that lists out sequentially the key activities to undertake in year 2. At a minimum, the implementation plan shall list the key task, the party that is responsible, when it will be completed (date) and by what method you will know completion is met (measurement).

Please see Attachment 1: Tempe's BEST – Year 2 Gantt Chart.

10. Attachment 2: Provide a 12-month Budget Request and Match. Use the Budget Summary Form and provide a detailed budget Narrative for both requested dollars and match.

Please see Attachment 2: Budget Request and Match Narrative.

11. Attachment 3: Provide a list of key staff and briefly summarize their job responsibilities in this grant. List any training or certification required for staff in the upcoming year. Ensure personnel costs are appropriately allocated for in the Budget. Do not attach resumes.

Please see Attachment 3: Key Staff Responsibilities.

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Conclusion

We look forward to continuing Tempe's BEST - Building Employment Support and Training. We are excited as we go forward to, changing Tempe's inclusion culture and language competency; hiring six or more employees with intellectual and developmental disabilities, to increase neurodiversity; and create a municipality model to share with others for replication.

In this past year, we have developed relationships with partners helping us to navigate systems and recommend best practices. We have addressed barriers and stigmas to inclusion. We have seen success in changing the hiring policy to facilitate inclusion. We have raised the bar in language competency by demonstrating "Easy English / Plain Language" in BEST documents and an RFQ applications to increase inclusion. We look forward to translating BEST and other disability information into Spanish. We are seeking ideas to increase the racial diversity of applicants. We will be presenting at culturally inclusive events. We are excited to work with our partners to further develop Employment First Tempe.

We are facilitating interviews, have nine applicants in BEST, with seven more coming in the door next week. We began facilitating interviews late in the 3rd quarter, so it is just a matter of time, before we see success.

In this Year 2 we have added city funds to facilitate accommodations and will have a job coach contract to bridge any gaps. We will be applying for city funds to acquire four part-time positions to ensure we can supplement hiring success later in the year. We will begin institutionalizing Tempe's BEST by the end of Year 3, pending future funding and Year 2 success. We will begin preparing administratively to request supplemental funds to sustain the BEST Program Coordinator position in the Human Services Department.

While this endeavor has been a challenge, we know that if it was easy it would have been done already. Tempe is up for the challenge. Tempe's tag line is, "Tempe makes waves in the desert," meaning we are innovative, diverse, and we care. We expect Tempe's BEST to shatter boundaries and become one huge tsunami by the time we advance this effort.

Sincerely,



Michèle Stokes
ADA Compliance Specialist

9. ATTACHMENT 1 – Tempe’s BEST – Implementation Plan Year 2 Gantt Chart

Pathway to Work – Partner’s Comment

“On behalf of our organization, Pathway to Work, I am excited and humbled to be a Community Partner. Tempe’s BEST will provide adults with developmental or intellectual disabilities the opportunity to be a part of a true inclusive work environment. Tempe’s BEST understands the value in hiring adults with DD, building on their strengths, interests, and skills. In addition, Tempe’s BEST has made changes, and will continue to make changes to the program, based on feedback from their community partners. This shows determination to make this program successful, and a true model for municipalities and other local business, to follow. I look forward to all the amazing opportunities to come.

Thank you again.”

Lisa Silva

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Tempe's BEST - Attachment 1

Task Name	Start	Assigned To	Finish	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4
BUILDING EMPLOYMENT SUPPORTS & TRAINING -YEAR 2								
- 1. Building - Year 2	10/01/19	ET Evaluation Team	09/25/20					Eval
- 1.1 Refine Model Program	10/01/19	MS Michele Stokes	09/25/20					MS
1.1.1 Meet with Life Quest, UA/Sonoran UCEDD and Human Services re training/eval	10/01/19	MS Michele Stokes	09/25/20					MS
1.1.2 Meet with Steering Committee to gain input for refinement of model	10/01/19	MS Michele Stokes	12/31/19					MS
1.1.3 Meet with Partners to gain input for refinement of model	10/01/19	MS Michele Stokes	12/30/19					MS
1.1.4 Include Updated Logo on all marketing and website materials	10/01/19	MS Michele Stokes	12/31/19					MS
1.1.5 Identify Marketing changes/metrics and Yr 2 evaluations needed	10/01/19	MR Max Ryser, Coe	10/31/19					MR
1.1.6 Issue survey/evaluation to employees/partners and request for recommendation	10/01/19	MS Michele Stokes	12/31/19					MS
1.1.5 Verify Sustainability plan: Institutionalizing with SM&DO, HSD, Finance	10/01/19	ET Evaluation Team	12/31/19					ET
- 1.1.7 Refine information needed for Marketing and Reporting	10/01/19	MS Michele Stokes	12/31/19					MS
1.1.7.1 Individual BEST Employee Progress Reports	10/01/19	MS Michele Stokes	09/25/20					MS
1.1.7.2 Marketing list of Applicants' skills, education, and work goals	10/01/19	MR Max Ryser, Coe	09/25/20					MR
1.1.7.2 Grant required reports with invoices and back up	10/01/19	MR Max Ryser, Coe	09/25/20					MR
- 1.2 Engage Steering Committee	10/01/19	MH Megan Hutchisc	09/25/20					MH
1.2.1 Evaluate and Define Steering Committee Roles and Tasks	10/01/19	MS Michele Stokes	09/25/20					MS
1.2.3 ID opportunities for cultural & linguistic inc. change	10/01/19	MS Michele Stokes	09/25/20					MS
1.2.4 Review BEST materials with Law Dept as needed	10/15/19	MS Michele Stokes	12/31/19					MS
	10/01/19	MM Mary Maszy	09/25/20					MM

Implementation Plan - Gantt Chart

Automation Forms

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ADDPC Employment Grant-Year 2

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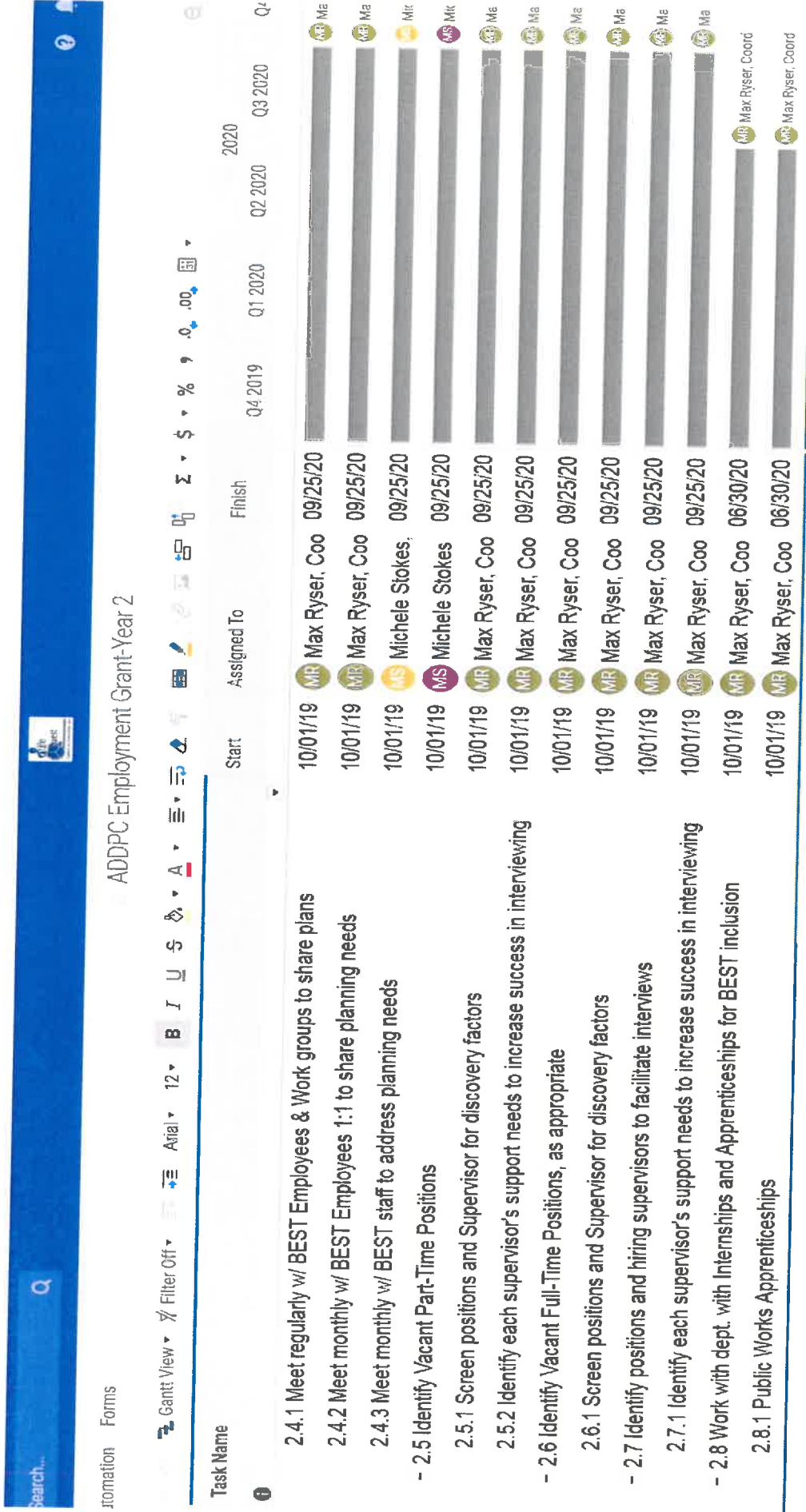
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Start Assigned To Finish

2020 Q1 2020 Q2 2020 Q3 2020

Task Name	Start	Assigned To	Finish
- 2. Employment - Year 2	10/01/19	MR Max Ryser, Coo	09/25/20
- 2.1 Identify available strategies for employment success	10/01/19	MR Max Ryser, Coo	09/25/20
2.1.1 Document process to ID vocational theme opportunities	10/15/19	MR Max Ryser, Coo	12/31/19
2.1.3 Evaluate Benefit Counseling Quarterly re effectiveness	10/15/19	MR Max Ryser, Coo	09/25/20
2.1.4 Coordinate w/ existing city programs for supports	10/01/19	MM Mary Mezey	09/25/20
2.1.5 Meet w/ BEST Team to identify stories/metrics/model information to share	10/15/19	ET Evaluation Team	09/25/20
- 2.2. Facilitate hiring of six BEST Employees	10/01/19	MR Max Ryser, Coo	09/25/20
2.2.2 Confirm/Refine metrics/reports re Recruitment & Selection	10/01/19	MS Michele Stokes,	09/25/20
2.2.3 Background. Fingerprint clearance or waivers	10/01/19	ER Elva Rios-Chavez	09/25/20
2.2.4 Provide for all supports to facilitate BEST Employee on-boarding	10/01/19	MR Max Ryser, Coo	09/25/20
- 2.3 Develop BEST Employee's Discovery Plan	10/01/19	MR Max Ryser, Coo	09/25/20
2.3.1 Identify strategies, Job Tasks, sched., on-boarding,...	10/01/19	MR Max Ryser, Coo	09/25/20
2.3.2 Identify accommodations, supports.	10/01/19	MR Max Ryser, Coo	09/25/20
2.3.3 Determine city training, OJT, classes.	10/01/19	MR Max Ryser, Coo	09/25/20
2.3.4 Plan and evaluate for competitive readiness and progress	10/01/19	MR Max Ryser, Coo	09/25/20
2.3.5 Provide Dept & Empl. briefs and reports.	10/01/19	MS Michele Stokes,	09/25/20
2.3.6 Monitor BEST Employee's to identify supports/training needs	10/01/19	MR Max Ryser, Coo	09/25/20



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Information Forms

ADDPC Employment Grant-Year 2

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Task Name	Start	Assigned To	Finish	2019	2020
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- 3. Supports - Year 2	10/01/19	Marie Raymond	09/25/20	MR	MR
- 3.1 ID Organizational changes w/ Evaluation Team	10/01/19	Michele Stokes,	09/25/20	MS	Mic
3.1.1 ID changes for policies, communications, practices, processes...	10/15/19	Lawrence LaVc	09/25/20	LL	Law
3.1.2 ID metrics for organizational changes (before/after)	10/01/19	Evaluation Team	12/31/19	ET	Evaluation Team
3.1.3 Refine Metrics and BEST Practices for the Model	10/01/19	Michele Stokes,	09/25/20	MS	Mic
3.1.4 ID story lines, HS collaboration, on inclusion impact for reports	10/01/19	Marie Raymond	09/25/20	MR	MR
- 3.2 Develop List for Accommodation Supports (ASL/CART/JOB COACH)	10/01/19	Michele Stokes,	10/15/19	MS	Michele Stokes, ADA
3.2.1 Contact Procurement Office to update accommodation vendors	10/01/19	Michele Stokes,	12/31/19	MS	Michele Stokes, ADA
3.2.2 Secure contract with Job Coach agency	10/01/19	Max Ryser, Coo	12/31/19	MR	Max Ryser, Coord
3.2.3 Promote accommodations / job coach agency on ADA and BEST web pages	10/01/19	Megan Hutchisc	12/31/19	MH	Megan Hutchison, GSMD Asst
- 3.3 ID Organizational changes made to support Inclusion	10/01/19	Michele Stokes,	09/25/20	MS	Mic
3.3.1 Notify departments and admin of program and training opportunities	10/01/19	Mary Mezey	09/25/20	MM	MM
3.3.2 Identify HS policies to revise to support BEST and Inclusion	10/01/19	Marie Raymond	06/30/20	MR	Marie Raymond, HS M
3.4 Implement supports as needed	10/01/19	Max Ryser, Coo	09/25/20	MR	MR

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Task Name	Start	Assigned To	Finish	2019	2020	2020
4. Training - Year 2	10/01/19	UU UA/Sonoran UC	09/25/20			UU UA
- 4.1 Develop/Conduct Tier 1 Training: Gen. Employees & Work groups	10/01/19	UU UA/Sonoran UC	09/25/20			UU UA
4.1.1 Execute contract with UA/Sonoran UCEDD for Training	10/01/19	MS Michele Stokes	10/10/19	MS Michele Stokes, ADA		
- 4.1.2 Refine Materials / PowerPoint training for General Employees	10/01/19	UU UA/Sonoran UC	09/25/20			UU UA
4.1.2.1 Include information on Interviewing Accommodations	10/01/19	MR Max Ryser, Coo	09/25/20			MR Ma
4.1.2.2 Refine materials to be accessed by others for Model Inclusion	10/01/19	UU UA/Sonoran UC	06/30/20		UU UA/Sonoran UCEDD	
4.1.2.3 Include individuals with IDD in videos, in hiring, on-boarding supports, etc	10/01/19	UU UA/Sonoran UC	09/25/20			UU UA
4.1.2.4 Ensure materials meet Plain Language / Easy English guidelines.	10/15/19	UU UA/Sonoran UC	09/25/20			UU UA
- 4.1.3 ID Benchmarks, Before/After metrics & surveys	10/15/19	Nanette Odell E	09/25/20			Na
4.1.3.1 Work with evaluator, Life Quest, to validate & share the metrics	10/15/19	MM Mary Mezey	09/25/20			MM Ma
4.1.3.2 ID stories to tell with the metrics for Website inclusion	10/15/19	MR Max Ryser, Coo	09/25/20			MR Ms
- 4.1.4 Create Training Schedule (monthly/Quiry)	10/15/19	MS Michele Stokes	09/25/20			MS
4.1.4.1 Implement Training	10/15/19	UU UA/Sonoran UC	09/25/20			UU UA

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ADDPC Employment Grant-Year 2

Task Name	Start	Assigned To	Finish	2020 Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4
- 4.2 Develop/ Conduct Tier 2 Training: Inclusion training for Work Groups	10/15/19	UU UA/Sonoran UC	09/25/20	0	0	0	0	0
4.2.1 Work with BEST Coordinator to obtain Work Group training needs	10/15/19	UU UA/Sonoran UC	11/15/19	0	0	0	0	0
4.2.2 Prepare materials that meet Work Group training needs	10/15/19	UU UA/Sonoran UC	09/25/20	0	0	0	0	0
4.2.3 Develop metrics to indicate training effectiveness	10/15/19	Nanette Odell E	12/31/19	0	0	0	0	0
4.2.3.1 Work with evaluator, Life Quest, to validate and share the metrics	10/15/19	MS Michele Stokes	12/31/19	0	0	0	0	0
- 4.3 Presentation materials for workshops	10/01/19	UU UA/Sonoran UC	06/30/20	0	0	0	0	0
- 4.3.1 ID schedule to get stories out to media and for presentations	10/01/19	MR Marie Raymond	06/30/20	0	0	0	0	0

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10. ATTACHMENT 2 – 12-Month Budget Request and Match Narrative

Tempe's BEST – Attachment 2

Budget Summary and Narrative
Note: Excel Spreadsheet provided

Personnel/Salaries/Wages:

***BEST Grant Manager, Michele Stokes** (33% FTE (10 hrs.) per week/12 months) will ensure Tempe's BEST meets timeline, budget, and report deadlines; establish relationships with grantor, partners, and steering committee members. Position will troubleshoot areas of concern. The Grant Manager will facilitate efforts for continuity and sustainability:

- **Municipal Program Model** to become a culturally and linguistically competent city employer.
- **Narrative quarterly and final reports** on the status of the project and implementation plan.
- **Fiscal invoicing**, including backup to support expenses based on approved costs.
- **Other information** deemed necessary throughout the project, including coordination of program participant reviews; Contractor performance; coordination to serve persons with developmental disabilities participating in the program; and site visits.

Category	Request	Cash Match	In-kind Match	Fund Source Notes
ADA Compliance Specialist \$29.71 @ 10 hrs. week x 39 weeks			\$11,588	City Funds 2019
ADA Compliance Specialist \$30.60 @ 10 hrs. week x 13 weeks			\$3,978	City Funds 2020 7% incr.

***BEST Program Manager, Marie Raymond** (10% FTE (4 hrs.) per week/12 months) will directly supervise the program Supervisor and facilitate department/administrative supports. She will oversee:

- **Facilitate administrative supports** to facilitate department/administrative support;
- **Oversee Human Services match** amounts and collaborations
- **Supervise HS Supervisor Mary Mezey** and facilitate strategic planning and collaborations

Category	Request	Cash Match	In-kind Match	Fund Source Notes
HS Manager \$45.70 @ 4hrs week x 39 weeks			\$7,130	City Funds 2019
HS Manager \$47.07 @ 4hrs week x 13 weeks			\$2,448	City Funds 2020 7% incr.

Personnel/Salaries/Wages:

***BEST Program Supervisor, Mary Mezey**, (25% FTE (10 hrs.) per week/12 months) will directly supervise Program Coordinator and directives to facilitate success.

- **Provide management for Tempe’s BEST Program** to employ workers with I/DD;
- **Facilitate policy changes and training opportunities** to increase inclusion, cultural and language competency in Tempe’s workforce; Supervise the BEST Program Coordinator.
- **Review Municipal Program Model** strategic goals, **development and dissemination.**

Category	Request	Cash Match	In-kind Match	Fund Source Notes
HS Manager \$36.56 @ 10hrs week x 39 weeks			14,258	City Funds 2019
HS Manager \$37.65 @ 10hrs week x 13 weeks			4,895	City Funds 2020 7% incr.

BEST Program Coordinator, Max Ryser, (100% FTE/12 months), will coordinate Tempe’s BEST, work with contracted partners, steering committee, and city departments to facilitate employment opportunities, surveys, metric data collection, and reports. This position will be providing direct services to Tempe’s BEST Employees with Developmental Disabilities to identify vocational themes, discovery plans, on-the-job supports and training. This position will troubleshoot barriers to employment sustainability and ensure the success of the program and Tempe’s BEST Employees.

Category	Request	Cash Match	In-kind Match	Fund Source Notes
Social Services Coord. \$26.63 @ 40 hours x 52 weeks (Position doesn’t receive increase in grant term.)	57,741			Request

Tempe’s BEST Employees (6 x 50% FTE / 6 months), will be BEST employees working in their competitive integrated position successfully fulfilling essential functions of their assigned responsibilities in various departments.

Category	Request	Cash Match	In-kind Match	Fund Source Notes
PT BEST Employees (6 x \$11.00 x 20hr x 13 weeks) - Start 10/1/2019		17,160		City Fund Cash match
PT BEST Employees *(AZ Min. Wage increase) (6 x \$12.00 x 20hr x 39 weeks) - Start 1/1/2020		56,160		City Fund Cash Match

Other Personnel (not included in budget)

Donae Harrison, (**New**) Equity & Inclusion Manager (2.5%) Supervise ADA Coordinator, guidance.
Megan Hutchison, Executive Asst. (2.5%) provide accounting, reports, scheduling supports.
Lawrence LaVictoire, Deputy HR Director (2.5%) provide HR policy expertise and policies guidance.
Elva Rios-Chavez, Sr. HR Analyst (2.5%) provide HR processing, policies and supports
Octavia Harris, Deputy HS Director (2.5%) provide additional Human Service supports.
Rosa Inchausti, Strategic Management & Diversity Director / Interim Municipal Utilities Director (2.5%), provide administrative and City Council related supports.

Fringe Benefits: (City Funds 2020 are effective 7/1/2020)

***FT Permanent (ASRS 12.11%/FICA 7.65% + Health Benefits)**

Category	Request	Cash Match	In-kind Match	Fund Source Notes
ADA Compliance Spec. (ASRS 12.11%/FICA 7.65% + Health Benefits) 39 weeks			\$3,012.38	City Funds 2019
ADA Compliance Spec. (ASRS 12.41%/FICA 7.65% + Health Benefits) 13 weeks			\$1,076.58	City funds 2020
Human Services Mgr. (ASRS 12.11%/FICA 7.65% + Health Benefits) 39 weeks			\$2,417.00	City funds 2019
Human Services Mgr. (ASRS 12.41%/FICA 7.65% + Health Benefits) 13 weeks			\$867.00	City funds 2020
Social Services Sup. (ACRS 12.11%/FICA 7.65% + Health Benefits) 39 weeks			\$2,292.00	City funds 2019
Social Services Sup. (ACRS 12.41%/FICA 7.65% + Health Benefits) 13 weeks			\$820.00	City funds 2020

*These positions factor a 7% increase effective July 1, 2020, per Union/Emp. Assoc. MOU's.
 Rate of pay is determined by Tempe pay scale deemed comparable to other local cities and towns.

Fringe Benefits:

***FT Temporary (BEST Coordinator)**

Category	Request	Cash Match	In-kind Match	Fund Source Notes
Social Service Coord. (ASRS 12.11%/FICA 7.65%+ Medical) 39 weeks	\$21,615.00			Request
Social Service Coord. (ASRS 12.41%/FICA 7.65% + Medical) 13 weeks	\$7,586.00			Request

PT Temporary (BEST Employees)

Category	Request	Cash Match	In-kind Match	Fund Source Notes
PT BEST Employees (ASRS 12.11%/FICA 7.65%) -13 weeks Start 10/1/2019 PT Temporary do not receive Medical fringe.		\$2,326.90		City Fund Cash Match 2019
PT BEST Employees (ASRS 12.41%/FICA 7.65%) - 39 weeks Start 1/1/2020 PT Temporary do not receive Medical fringe.		\$2,538.43		City Fund Cash Match 2020

Supplies/Operating Expenses:

Category	Request	Cash Match	In-kind Match	Fund Source Notes
General Office supplies (\$50 x 12 months)	\$600.00		\$600.00	Request & Match
Training Panel stipend (\$25x1 member/DD x 4 sessions)	\$100.00			Request
Transportation (Bus, Vouchers, Gas (\$4 x 6 x 30 days)	\$720.00			Request
Fingerprinting, Background, Drug Testing (6 x \$50)	\$300.00			Request
Marketing (Promo., event registration, social media)	\$260.00			Request
Bev/Refreshments (6 sessions x \$120)	\$720.00			Request

Travel:

Category	Request	Cash Match	In-kind Match	Fund Source Notes
Local travel, meetings, applicant work visits (200 miles x \$.445)	\$89.00			Request

Rent or Cost of Space:

Category	Request	Cash Match	In-kind Match	Fund Source Notes
West Side Center Office Space (22.50/sq. ft. x 208 sq. ft. = \$4,680/mo. X 12mo.)			\$19,440	General Fund In-Kind Match
Phone (Cox Communications \$35/mo. X 12mo.)			\$420	General Fund In-Kind Match
Internet (Cox Communications \$80/mo. x 12 mo.)			\$960	General Fund In-Kind Match

Contracted Services / Professional Services:

Category	Request	Cash Match	In-kind Match	Fund Source Notes
Third Party - BEST Training service/materials	\$10,000			UA/Sonoran UCEDD Req.
Third Party - Program Evaluation Service	\$16,000			Life Quest Req.
1:1 Training/ Accommodations. /Job Coaching Services (ASL/CART/Coaching) 190hrs	\$9,000		10,000	Varies Req. & Match

Administrative / Indirect Costs: None

Match:

Category	Request	Cash Match	In-kind Match	Fund Source Notes
Total Match funds = \$152,295.49		\$78,185.33	\$74,110.16	City Funds (2019/2020)

Matching Funds Source: City General Funds, no Federal funds are included.

REVISED - Budget Request Form for ADDPC grant - Tempe BEST Program - Year 2 (October 2019 - September 2020)

Category	Requested funds	Non-federal Cash Match	Non-federal in-kind Match	Total Program Cost	Budget Narrative notes
Personnel/Salaries	\$ 57,741.00	\$ 73,320.00	\$ 32,805.21	\$ 163,866.21	
Social Services Coordinator \$27.76@40 hours x 52 weeks	\$	17,160.00			Max Ryser (no step inc)
PT BEST Employees (6 - \$11.00 @ 20 hour x 13 wks) Start:10/1/2019	\$ 57,741.00	56,160.00			General Fund Cash Match
PT BEST Employees (6 - \$12.00 @ 20 hour x 39 wks) Start: 1/1/2020	\$				Gen Fund Cash Match Az Wage Inc - 1/1/2020
ADA Compliance Specialist \$29.71 @ 10 hrs week x 39 weeks			11,587.75		Michele Stokes In-Kind Match
ADA Compliance Specialist \$30.60 @ 10 hrs week x 13 weeks			3,978.46		2019 FY step increase
Human Services Manager \$45.70 @ 4 hrs week x 39 weeks			7,130.00		Marie Ramond In-Kind Match
Human Services Manager \$47.07 @ 4 hrs week x 13 weeks			2,448.00		2019 FY step increase
Social Services Supervisor \$36.56 @10 hrs week x 39 weeks			5,703.00		Mary Mezey In-Kind Match
Social Services Supervisor \$37.65 @ 10 hrs week x 13 weeks			1,958.00		2019 FY step increase
Fringe Benefits	\$ 29,201.00	\$ 4,865.33	\$ 10,484.95	\$ 44,551.28	
Social Service Coord. (ASRS 12.11%/FICA 7.65%+ Medical) - 39 weeks	\$ 21,615.00				Grant request
Social Service Coord. (ASRS 12.41%/FICA 7.65% + Medical) - 13 weeks	\$ 7,586.00	2,326.90			Grant request
PT BEST Employees (ASRS 12.11%/FICA 7.65%) -13 weeks Start 10/1/2019	\$	2,538.43			General Fund Cash Match (No medical)
PT BEST Employees (ASRS 12.11%/FICA 7.65%) - 39 weeks Start 1/1/2020	\$		3,012.38		General Fund Cash Match (No medical)
ADA Compliance Spec. (ASRS 12.11%/FICA 7.65% + Health Benefits) - 39 weeks			1,076.58		General Fund In-Kind Match / M. Stokes
ADA Compliance Spec. (ASRS 12.41%/FICA 7.65% + Health Benefits) - 13 weeks			2,417.00		General Fund In-Kind Match / M. Stokes
Human Services Migr. (ASRS 12.11%/FICA 7.65% + Health Benefits) - 13 weeks			867.00		General Fund In-Kind Match / M Raymond
Human Services Migr. (ASRS 12.41%/FICA 7.65% + Health Benefits) - 39 weeks			2,292.00		General Fund In-Kind Match / M. Raymond
Social Services Sup. (ACRS 12.11%/FICA 7.65% + Health Benefits) - 39 weeks			820.00		General Fund In-Kind Match / M. Mezey
Social Services Sup. (ACRS 12.41%/FICA 7.65% + Health Benefits) - 13 weeks			600.00		General Fund In-Kind Match / M. Mezey
Supplies/Operating Expenses	\$ 2,700.00	\$ -	\$ 600.00	\$ 3,300.00	
General Office supplies (\$50 x 12 months)	\$ 600.00		600.00		Grant request & In-kind Match
Training Panel stipend (\$25 x 1 panel member w DD x 4 sessions)	\$ 100.00				Grant request
Transportation (Bus Tickets, Vouchers, Gas (\$4 x 6 x 30 days)	\$ 720.00				Grant request
Fingerprinting, Background, Drug Testing of applicants (6 x \$50)	\$ 300.00				Grant request
Marketing (BEST Promo., event registration, social media)	\$ 260.00				Grant request
Bev/Refreshments (6 sessions x \$120)	\$ 720.00				Grant request
Travel	\$ 89.00	\$ -	\$ -	\$ 89.00	
Local travel, meetings, applicant work visits (200 miles x \$445)	\$ 89.00				Grant request
Rent /Cost of space	\$ -	\$ -	\$ 20,820.00	\$ 20,820.00	
Westside Office Space (22.50/sqft x 72 sqft= \$1,620/mo. X 12mo.)			19,440.00		General Fund In-Kind Match
Phone (Cox Communications)			420.00		General Fund In-Kind Match
Internet (Cox Communications)			960.00		General Fund In-Kind Match
Contracted Services/ professional Services	\$ 35,000.00	\$ -	\$ 10,000.00	\$ 45,000.00	
BEST Training service/materials	\$ 10,000.00				UAY/Sonoran UCEDD/grant Request
Third Party Program Evaluation Service	\$ 16,000.00				Life Quest /Grant Request
1:1 Training/Accomm./Coaching Services (ASL/CART/Coaching) 100hrs	\$ 9,000.00		10,000.00		Grant Request & General Fund Inkind Match
Admin/Indirect costs	\$ -	\$ -	\$ -	\$ -	
Admin/indirect costs	\$ -	\$ -	\$ -	\$ -	None
Total Costs	\$ 124,731.00	\$ 78,185.33	\$ 74,110.16	\$ 277,026.49	
Total Grant request	\$ 124,731.00			\$ 124,731.00	
Total Match	\$ 124,731.00	\$ 152,295.49			
Percentage of Match to Total Budget	122%				
Percentage of Total Requested Funds	100%				

11. ATTACHMENT 3: Key Staff Responsibilities.

***This document is in Easy English at 12th grade reading level.**

Michele Stokes, ADA Compliance Specialist, 480-350-2704, Relay Service Users: 7-1-1
Strategic Management and Diversity Office / Mail Code: 01-5 / 31 East Fifth Street, 2nd Floor, Tempe, AZ 85281
Michele_Stokes@Tempe.gov / www.Tempe.gov/ADA

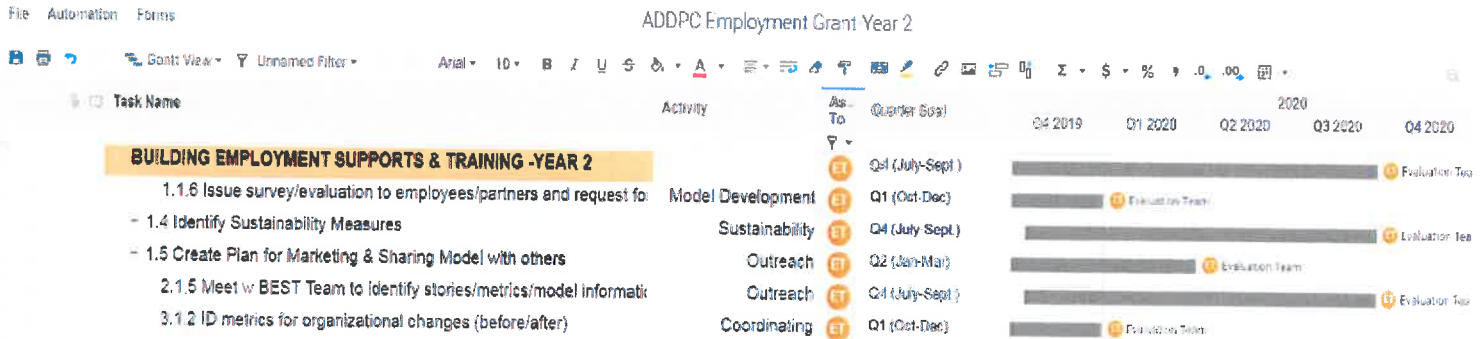
Tempe's BEST - Attachment 3

Key Staff and Grant Responsibilities

Staff and grant responsibilities are filtered from the Implementation Plan Gantt Chart (Attachment 1)

BEST EVALUATION TEAM

The BEST Evaluation Team consist of the BEST Key Staff, contractors, internal and external partners. The Team will evaluate progress and recommend strategies, resources and activities to address barriers, meet goals and facilitate sustainability. Contractors include Life Quest Training and Consulting, LLC and University of Arizona/Sonoran UCEDD.



OTHER PERSONNEL NOT INCLUDED IN THE BUDGET

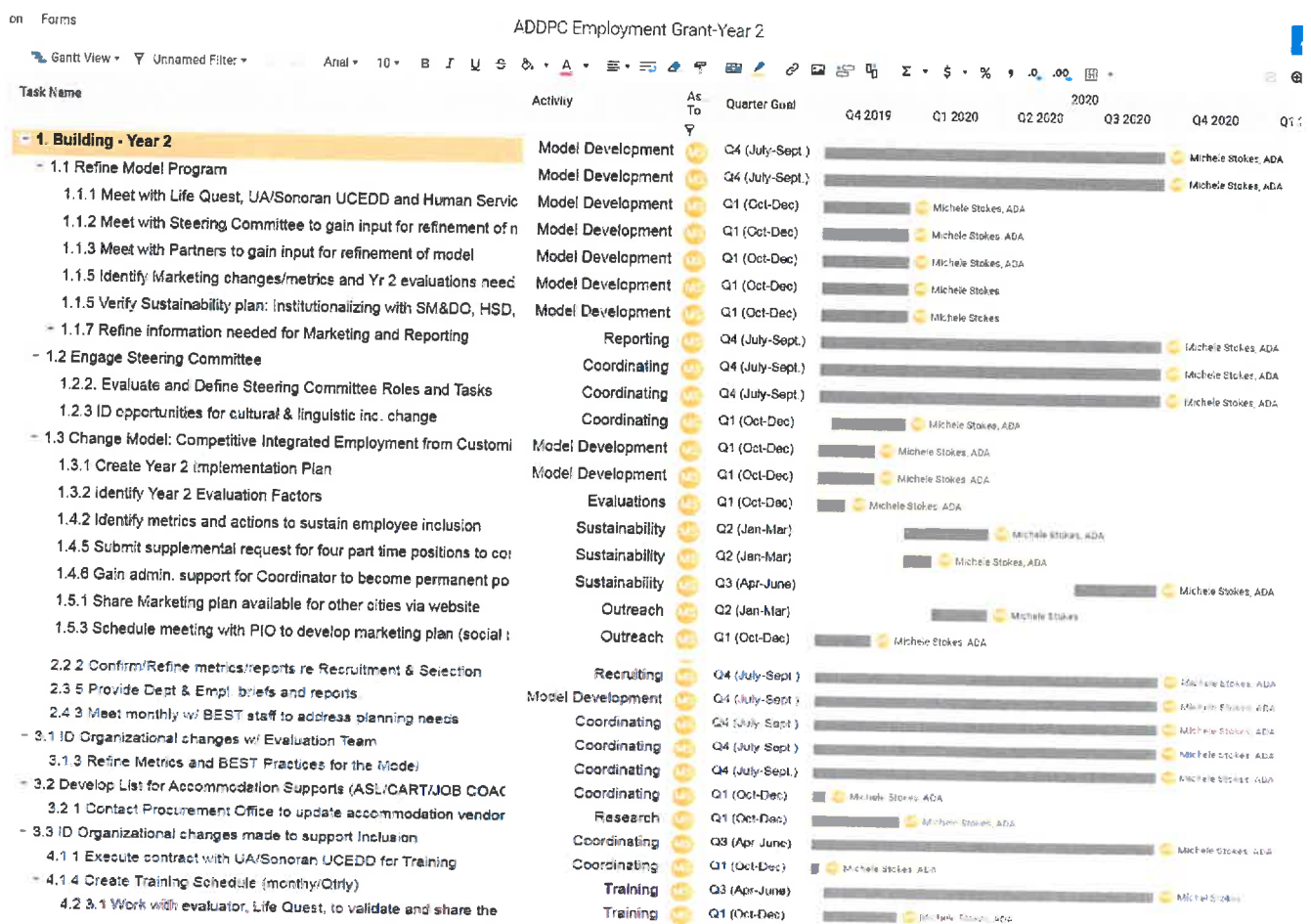
- *Donae Harrison, (**New**) Equity & Inclusion Manager (2.5%) Supervise ADA Coordinator, guidance.
- Megan Hutchison, Executive Asst. (2.5%) provide accounting, reports, scheduling supports.
- Lawrence LaVictoire, Deputy HR Director (2.5%) provide HR policy expertise and policies guidance.
- Elva Rios-Chavez, Sr. HR Analyst (2.5%) provide HR processing, policies and supports
- Octavia Harris, Deputy HS Director (2.5%) provide additional Human Service supports.
- Rosa Inchausti, Strategic Management & Diversity Director / Interim Municipal Utilities Director (2.5%) Council and Management Support

*Replaces Ginny Belousek, Diversity Manager, from Year 1.

BEST Grant Manager, Michele Stokes, Tempe ADA Compliance Specialist

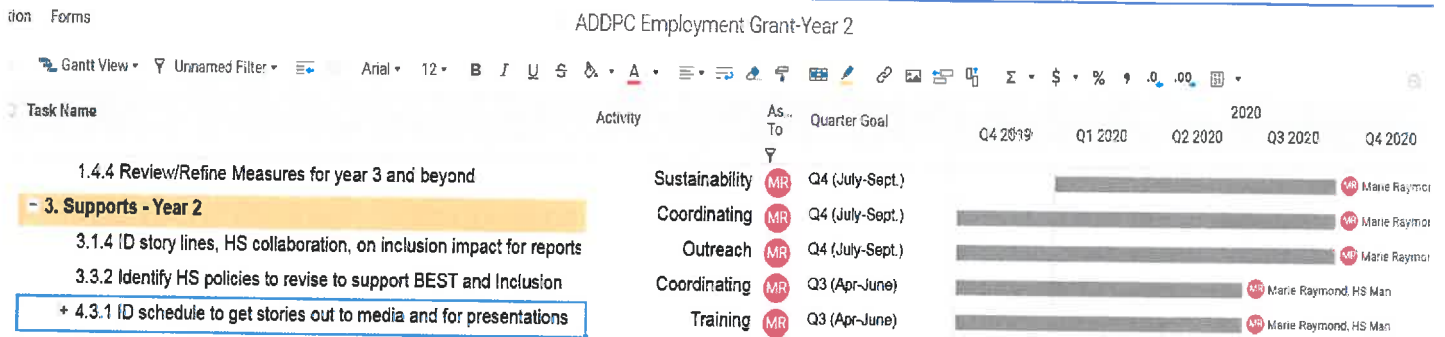
(33% FTE (10 hrs.) per week/12 months) will ensure Tempe's BEST meets timeline, budget, and report deadlines; establish relationships with grantor, partners, and steering committee members. Position will troubleshoot areas of concern. The Grant Manager will facilitate efforts for continuity and sustainability:

- **Municipal Program Model** to become a culturally and linguistically competent city employer.
- **Narrative quarterly and final reports** on the status of the project and implementation plan.
- **Fiscal invoicing**, including backup to support expenses based on approved costs.
- **Other information** deemed necessary throughout the project, including coordination of program participant reviews; Sustainability efforts; Contractor performance; coordination to serve persons with developmental disabilities participating in the program; and site visits.



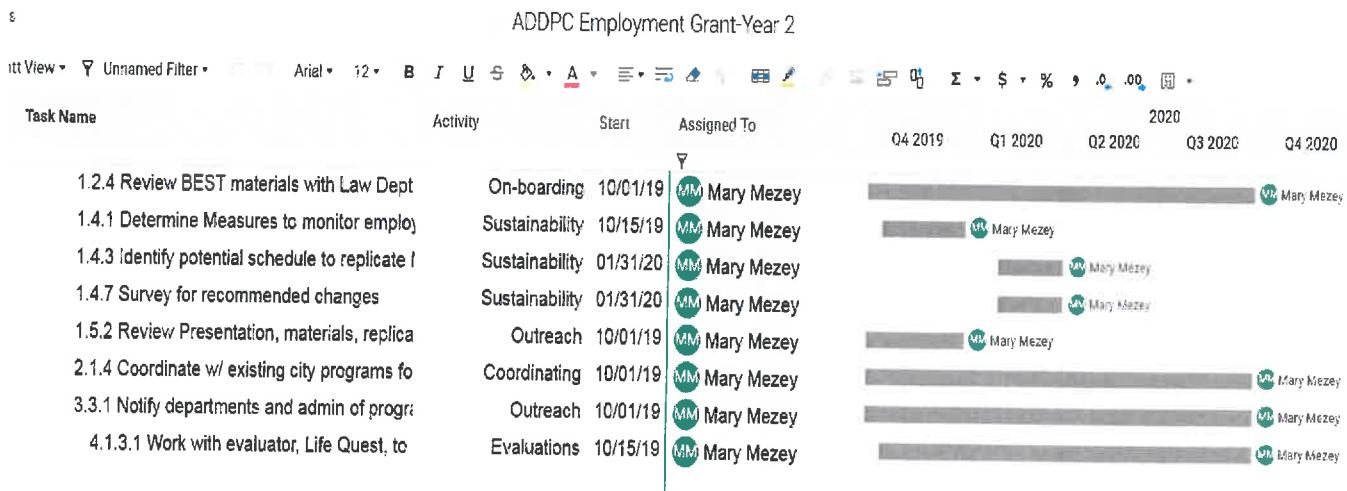
BEST Program Manager, Marie Raymond (10% FTE (4 hrs.) per week/12 months) will directly supervise the program Supervisor and facilitate department/administrative supports. She will oversee:

- **Facilitate administrative supports** to facilitate department/administrative support;
- **Oversee Human Services match** amounts and collaborations
- **Supervise HS Supervisor Mary Mezey** and facilitate strategic planning and collaborations



BEST Program Supervisor, Mary Mezey, (25% FTE (10 hrs.) per week/12 months) will directly supervise Program Coordinator and directives to facilitate success.

- **Provide management for Tempe’s BEST Program** to employ workers with I/DD;
- **Facilitate policy changes and training opportunities** to increase inclusion, cultural and language competency in Tempe’s workforce; Supervise the BEST Program Coordinator.
- **Review Municipal Program Model strategic goals, development and dissemination.**



BEST Program Coordinator, Max Ryser, (100% FTE/12 months), will coordinate Tempe's BEST, work with contracted partners, steering committee, and city departments to facilitate employment opportunities, surveys, metric data collection, and reports. This position will be providing direct services to Tempe's BEST Employees with Developmental Disabilities to identify vocational themes, discovery plans, on-the-job supports and training. This position will troubleshoot barriers to employment sustainability and ensure the success of the program and Tempe's BEST Employees.

