

# Fundamentals for Opening a Business in Glendale



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## Introduction

We are glad you have chosen Glendale as the place to operate and grow your business. Small business is the backbone of our economy and we are committed to helping you be successful.

With a population of approximately 250,000, Glendale is the fourth largest city in one of the fastest growing and most dynamic metropolitan areas in the nation. The West Valley is experiencing tremendous growth and much of that growth is centered in Glendale. We are well served with efficient ground, air and rail transportation, and our municipal airport provides many services to the business and aviation communities.

The City of Glendale is in the business of providing the best level of services that we can. This guide is the first step in helping you become acquainted with the many services available to help you reach your business goals.

# Chapter 1

## First Point of Contact

### Glendale Economic Development Department

Figuring out where to start is not always easy. If you aren't sure who to contact or what steps to take, Glendale's Economic Development Department is a great place to start.

The Economic Development staff will be happy to assist you in determining the path you'll need to take to get your business up and running. They'll also introduce you to other city departments that can provide valuable services to help you along the way.

The Economic Development Department will provide a demographic analysis of the community to help you define your market niche, assist you in selecting a site and introduce you to the appropriate real estate professionals and property owners. Economic Development also will work with a business to obtain funding and financial assistance. In addition, infrastructure assistance may be available to development projects that have a large impact on the community.

The Glendale Economic Development Department is located on the second floor of the Sine Municipal Building, 6829 N. 58 Dr., Suite 208, Glendale, AZ 85301. Mailing address is 5850 W. Glendale Ave., Glendale, AZ 85301. The phone number is (623)930-2983.

### Glendale Tax and License Department

The City of Glendale has five types of business licenses. They are Privilege (Sales) Tax License; Business, Occupational and Professional License; Special Regulatory License; Transient Business License; and Liquor License.

Every business located in or conducting business within the City is required to be properly licensed prior to its business start date. A license is required for each business location owned or operated by a business. If your business activity is retail sales, publishing, job printing, amusement, hotel/motel, transportation, restaurant & bar, rental of real or tangible personal property, contracting or advertising, etc. you are required to obtain a Privilege (Sales) Tax License.

If your business is service-oriented with no products being sold or leased in conjunction with rendering a service, a Business, Occupational or Professional License is required. Depending on your type of business, a Special Regulatory License or Liquor License may also be required.

All licenses, except the Transient Business License, are valid until December 31 of the year in which they are issued. Licenses must be renewed by January 31 of the following year to avoid any penalties. License fees for new businesses are pro-rated quarterly based on the business start date. Transient Business Licenses are issued for 30-day periods for those taxpayers that meet the requirements for such license.

Due to the fact that some types of licensing require background checks, it is imperative to allow enough lead-time for processing your license prior to opening your business.

Glendale's basic privilege tax rate is 2.2 percent. Restaurants and bars have a tax rate of 3.2 percent and hotels/motels are at 5.6 percent. For specific questions on business licenses, tax rates and/or lead-times; please contact Glendale's Tax & License Division. The phone number is (623)930-3190.

Business licenses may be obtained at the Glendale Tax & License Division located on the first floor of the Glendale Municipal Office Complex, 5850 W. Glendale Ave., Glendale, AZ 85301.

## Glendale Public Library

The Glendale Main Library, located at 5959 W. Brown St., features an extensive business collection. The collection is a great resource for various business materials and "how to" publications on such topics as how to start a business, how to get a loan and how to write a business plan. For more information on the library's business resources, call Cyndee Landrum, business librarian, at (623)930-3572.

The Glendale Main Library is the only library in the state that supplements its business information center with extensive Small Business Programs. The library conducts free programs on a variety of popular topics including understanding your business finances and taxes, marketing and publicizing your business. The programs usually last one to two hours. Many are held in the evenings to make it more convenient for business owners to attend.

Women Business Builders is a free, educational networking group open to all women in business or those thinking of establishing one. The group meets at the Glendale Main Library on the second Saturday of each month at 2 p.m. Additional resources are also available on the Women Business Builders website at [www.womenbusinessbuilders.org](http://www.womenbusinessbuilders.org)

For a schedule of the library's upcoming award-winning business programs, call Cyndee Landrum, business librarian, at (623)930-3572 or visit the website at [www.glendaleaz.com/library](http://www.glendaleaz.com/library).

## Glendale Chamber of Commerce

The Glendale Chamber of Commerce is a good resource for both newly-established and existing businesses. The Chamber provides businesses with an opportunity to network with other business owners in the community.

Through its Small Business Resources, the Glendale Chamber of Commerce provides consulting, educational seminars, financial planning and marketing services. It offers employee benefits and discount programs, a merchant bank card processing plan, a worker's compensation plan and an insurance program that includes health, life, dental and vision.

The Chamber can connect your business with member financial institutions and walk you through the loan process, if necessary. Also, the Chamber can help business owners obtain equipment leases.

The Glendale Chamber of Commerce is located just north of the Glendale Municipal Office Complex at 7105 North 59th Avenue, Glendale, AZ 85301. The Chamber can be reached at (623)937-4754 or [www.glendaleazchamber.org](http://www.glendaleazchamber.org).

## Arizona Department of Commerce

The Business Assistance Center, a division of the Arizona Department of Commerce ([www.azcommerce.com](http://www.azcommerce.com)), provides a variety of resources to assist anyone interested in starting, expanding or relocating a business in the state.

The Arizona Business Connection is a resource for license information. The office produces a guide to establishing a business, "Arizona Entrepreneur's Edge", which is available on the website: [www.azcommerce.com/smallbus.htm](http://www.azcommerce.com/smallbus.htm). The state's booklet will serve as a companion reference to this guide.

The office of Minority/Women-Owned Business Enterprise Services acts as a resource and advocate for women and minorities who own businesses by assisting them with the procurement process. The office publishes an on-line directory of women and minority-owned businesses at [www.azcommerce.com/mwbedir/minority\\_women.htm](http://www.azcommerce.com/mwbedir/minority_women.htm)

The office is located at the Arizona Department of Commerce, 1700 W. Washington St., Suite 600, Phoenix, AZ 85007; phone number is (602)771-1176.

## Chapter 2

# Establishing a Business

### Determination of Business Structure

The most common forms of business structures are sole proprietorships, general and limited partnerships, limited liability partnerships, limited liability companies, foreign corporations, C Corporations, and S Corporations. The most beneficial structure for your particular business may be best determined by your attorney or certified public accountant.

A **sole proprietorship** is a business owned by one person plus spouse and is the simplest form of business structure. The owner is personally responsible for all debts, and profits are taxed as personal income.

A **general partnership** is a business owned by two or more people. The owners are personally responsible for all debts of the business.

A **limited partnership** is a business owned by two or more people, with at least one general partner responsible for the operation and liability of the business. Limited partners are not active managers and are not liable for debts of the business.

A **limited liability partnership** is a business owned by two or more people and is a relatively new business structure in Arizona. Professional advice concerning this type of business should be obtained from an Arizona attorney/accountant.

A **limited liability company** provides owners with the protection of a corporation and the single taxation benefits of a partnership.

A **foreign corporation** is a business organized under the laws of another state or country and must be registered to conduct business in Arizona.

A **C Corporation** is the most complex form of business structure. It is formed by law as a separate entity, distinct from the owners of the business, and has its own rights and responsibilities.

An **S Corporation** is not subject to federal corporate income tax. The owners of the business include their shares of the company's profits and losses as part of their personal income.

## Registration of Business Name

Registering a business name in Arizona is a simple process. The type of business structure you choose will determine where and how you must register your company name. The three places to register your business name, depending on how your company is organized, are: the Secretary of State's Office, the Maricopa County Recorder's Office and the Arizona Corporation Commission.

The Secretary of State's Office issues certificates of business or trade name for a small fee. The Secretary of State's Office is located at 14 N. 18th Ave., Phoenix, AZ 85007. The phone number is (602)542-6187; website; [www.sosaz.com](http://www.sosaz.com)

The Maricopa County Recorder's Office issues a certificate of fictitious name, primarily for "Doing Business As" (DBA) titles. This requires filling out a simple form that can be obtained from a stationery or legal forms store. However, this certificate does not protect the business name under the copyrights law. An attorney can advise you regarding business name and trademark protection. The Maricopa County Recorder's Office is located at 111 S. Third Ave., Phoenix, AZ 85003. The phone number is (602)506-3535.

The Arizona Corporation Commission is where you need to go if you plan to establish a corporation or limited liability company. The Arizona Corporation Commission is located at 1300 W. Washington St., Phoenix, AZ 85007. The phone number is (602)542-3135; website: [www.azcc.gov](http://www.azcc.gov)

The Commissioner of Patents and Trademarks provides information about obtaining a federal trademark for your company name if you plan on conducting business outside the state. Information may be obtained by writing the Commissioner of Patents and Trademarks, Washington, DC 20231 or by calling (800)786-9199 during normal business hours (Eastern time zone); website: [www.uspto.gov](http://www.uspto.gov)

## Chapter 3

# Getting Started in Glendale

### Glendale Development Services Center

The city of Glendale provides a one-stop business service center for the review and approval of construction plans, enabling a more efficient and streamlined permitting process. The Glendale Development Services Center centralizes the primary functions of the city's development project review team into a single location.

The team includes members from the city's Planning, Engineering and Building Safety departments. The Development Services Center, which will also assist you with construction and city-code related questions, is located on the second floor of the Glendale Municipal Office Complex, 5850 W. Glendale Ave., Glendale, AZ 85301. The phone number is (623)930-2800.

Upon calling the Development Services Center, you will be forwarded to the Planning Department if your project requires a General Plan amendment, rezoning, conditional use permit, variance, group home approval, lot split, subdivision approval or conceptual design review prior to construction plan review.

If your project goes to the Planning Department, it will be assigned to a specific planner. Your assigned planner will help you through the necessary review and public hearing process.

Development Services Center staff will explain applicable plans and permits as they guide you through the permitting process and help you analyze what development plans are required for your particular business.

Tenant improvements to the interior of a building normally are handled by the Development Services Center. In some cases, your plans will be sent to the Building Safety Department for review.

Specific information about development and fees relating to planning, zoning, building safety, permits, inspections, signage, engineering, underground utilities. Street improvements and fire prevention can also be obtained at the Development Services Center.

The Glendale Sign Ordinance was adopted by the Glendale City Council to standardize uniform commercial signage and provide effective business identification, while enhancing the appearance of the community.

Business owners must obtain a sign permit, even if they are not making any other modifications to the building. The city does not allow signage that presents a traffic hazard, emits sounds or has intermittent illumination. Certain types of signs, such as roof-mounted signs and most temporary signage, are prohibited.

A freestanding sign for a single-tenant building may include only the name of the business or building and the street address. One freestanding sign is permitted per project, except in some cases where a site has multiple-street frontages. Freestanding signs for multi-tenant buildings may identify the name of the project, the individual tenants and the address. A maximum of 10 tenants may be listed on the sign.

Questions about business signage should be directed to the Development Services Center by calling (623)930-2800.

## Obtaining City of Glendale Contracts for Business

If you sell a product or provide a service that the city may have a need to purchase, contact Glendale's Materials Management Division. Business vendors are solicited through formal and informal bidding processes.

Competitive sealed bids or requests for proposal procedures are used to comply with legal requirements when the value of the purchase exceeds \$50,000. Factors considered in awarding the bid may include price, payment terms, quality, delivery times, taxes, freight and shipping costs.

If you wish to submit bids or proposals to the city, you may register on line at [www.glendaleaz.com/purchasing/bidopportunities.cfm](http://www.glendaleaz.com/purchasing/bidopportunities.cfm)

Informal quotations will be solicited by telephone, mail, facsimile or personal visit. The competitive bid process is the city's most frequently used method of purchasing goods and services.

The Materials Management Division is located in the Sine Office Building, 6829 N. 58 Dr., Ste. 202, Glendale, AZ 85301. The phone number is (623)930-2862.

## Home-Based Businesses

There are many home-based businesses operating in Glendale. Your home-based business must comply with the same license and permit requirements as a business located at a commercial site. In addition, your home-based business must comply with residential zoning laws and any rules outlined by a homeowners' association or deed restrictions.

An occupation or profession is considered to be "home-based" if it has no employees other than family members, generates no customer traffic or more than one commercial delivery vehicle a day and there is no activity or storage within the garage, accessory buildings or outdoor areas.

The business cannot produce any offensive noise, smoke, dust, odors, vibration, heat or glare beyond the boundaries of the property. No signage can be installed on the home's exterior. Any necessary parking must be provided on site. In addition, business activity must be limited to between the hours of 7 a.m. and 10 p.m.

You must also obtain a valid city business license prior to your business start date. This process could take 30-45 days pending any unusual circumstances. Please contact Glendale's Development Services Center at (623)930-2800 to ensure that your home-based business complies with city zoning laws and building codes.

For more information about regulations governing home-based businesses, contact the City's Tax & License Department located on the first floor of the Glendale Municipal Office Complex, 5850 W. Glendale Ave., Glendale, AZ 85301; (623)930-3190.

## City Utilities

The City of Glendale provides water services to Glendale businesses. To obtain a new water connection or upgrade an existing one, visit Glendale's Development Services Center at the Glendale Municipal Office Complex, 5850 W. Glendale Ave., Glendale, AZ 85301. The phone number is (623)930-2800. To start new water service on an existing water connection, call the City of Glendale Customer Service Center at (623)930-3190.

Glendale also provides garbage collection services. To begin garbage collection or to obtain commercial rates or quotes, call Glendale's Commercial Sanitation Division at (623)930-2660.

## Public Utilities

Two electric companies provide service to Glendale. They are Arizona Public Service (APS) and Salt River Project (SRP). Your business location in Glendale will determine which company will provide you with electrical service. You will need to contact the appropriate provider to establish a new account. Deposit fees vary depending upon the size and type of business.

### Arizona Public Service

Commercial Customer Services  
P.O. Box 53933, Dept. 3200  
Phoenix, AZ 85072  
(602)371-6767

### Salt River Project

Commercial Customer Services  
Mail Stop PAB301  
P.O. Box 52025  
Phoenix, AZ 85072  
(602)236-8833

### Southwest Gas

Customer Assistance  
P.O. Box 52075  
Phoenix, AZ 85072  
(602)861-1999

There are many choices for telephone service. Please contact the Arizona Corporation Commission at (602)542-4251 for a list of local phone companies.

## Glendale's Internet Website

Glendale's Internet website provides a wealth of information for anyone wanting to open or relocate a business in Glendale.

Information on the city's economy, workforce and education can be found on the city's Economic Development page [www.glendaleaz.com/economicdevelopment](http://www.glendaleaz.com/economicdevelopment). Information on recently completed projects and some of the available sites for development is also provided.

The city's website also provides several ways for prospective businesses to contact city officials with questions or requests. Of course, e-mail questions are always welcome, and you can expect a professional response in a timely manner. Visit Glendale's Internet website at [www.glendaleaz.com](http://www.glendaleaz.com)

# Chapter 4

## Regulatory Issues

### Workers' Compensation Insurance

Workers' Compensation Insurance is administered by the Arizona Industrial Commission. The purpose of the insurance is to provide medical benefits and compensation to covered employees injured in work-related accidents. If you have employees, you must carry Workers' Compensation Insurance and bear the entire cost of that insurance.

You may choose to insure your employees through the State Compensation Fund, an authorized insurance carrier, or by qualifying with the Arizona Industrial Commission as a self-insurer.

For additional information on Workers' Compensation Insurance, contact the State Compensation Fund, 3030 N. Third St., Suite 110, Phoenix, AZ 85012. The phone number is (602)631-2900.

For information regarding requirements to qualify as a self-insurer, contact the Arizona Industrial Commission, located at 800 W. Washington St., Phoenix, AZ 85008; phone number is (602)542-1836.

### Environmental Codes and Services

The Glendale Fire Department is responsible for ensuring compliance to local fire codes by area businesses. Compliance with fire codes is achieved in two ways:

1. Through the review of construction or development plans.

Questions regarding this process should be directed to the Fire Plans Examiner, located on the second floor of the Glendale Municipal Office Complex, 5850 W. Glendale Ave., Glendale, AZ 85301. The phone number is (623)930-2800.

2. Through an ongoing business inspection program.

If you have any questions regarding how the Glendale Fire Code applies to city businesses, call the Fire Plans Examiner as indicated above or call the Glendale Fire Marshal's Office at (623)923-3401. The Fire Marshal's office is located on the first floor of the Glendale Public Safety Building, 6835 N. 57th Dr., Glendale, AZ 85301.

The Small Business Environmental Assistance Program, administered by the Maricopa County Environmental Services, assists small businesses that are or will be subject to requirements under the 1990 Federal Clean Air Act Amendment. The free program is available to help businesses comply through education and technical assistance, not enforcement.

The program assists businesses with the Maricopa County air quality permit application process, work site evaluations, compliance solutions and pollution prevention strategies. It also provides emission inventory assistance, pollution prevention information and conducts industry-specific workshops.

The Maricopa County Environmental Services Department is located at 1001 N. Central Ave., Suite 200, Phoenix, AZ 85004. The phone number is (602)506-6750.

The Arizona Department of Environmental Quality has a special program in place to help ensure that small businesses comply with environmental rules and regulations. The Compliance Assistance Program is separate from the department's inspection and enforcement divisions and is designed to relieve concern in dealing with a state regulatory agency for answers to environmental questions.

The Arizona Department of Environmental Quality is located at 3033 N. Central Ave., Phoenix, AZ 85012. The phone number is (602)207-2300.

## **Restaurant and Food-Related Businesses**

If you are opening a restaurant or any other type of establishment that serves food and drink, an Eating and Drinking Permit is required from the Maricopa County Environmental Health Department. Your business also must comply with Maricopa County rules and regulations established for food handlers and food facilities. The Maricopa County Environmental Health Department is located at 1001 N. Central Ave., Phoenix, AZ 85004. The phone number is (602)506-6970.

Business owners must apply to the City of Glendale to operate a restaurant and food-related business and/or establishment that serves or sales liquor. You need to check to make sure the property is properly zoned for a liquor license. If it is not, you will need to contact Development Services at (623)930-2800 for rezoning procedures. Development Services is located on the second floor of the Glendale Municipal Office Complex, 5850 W. Glendale Ave, Glendale, AZ 85301.

You must also contact the City's Tax and License Division on the first floor of the Glendale Municipal Office Complex, 5850 W. Glendale Ave., Glendale, AZ 85301 (623)930-3190 for any specific requirements related to operating a restaurant and to apply for a privilege (sales) tax license.

Liquor licenses are issued by the Arizona Department of Liquor Licenses & Control, located at 800 W. Washington St., 5th Floor, Phoenix, AZ 85007. The phone number is (602)542-5141.

## Chapter 5

# Other City Services

### Commercial Sanitation Services

The city of Glendale offers quality commercial sanitation services that include front-load, roll-off and bulk trash collection. We have front-load containers that are just right for your business needs in 2-, 3-, 4-, 6- and 8-cubic yards. Various rates are charged depending on the size of the bin and the number of services per week.

For more information call the Sanitation Division at (623)930-2660 or view the website at <http://www.glendaleaz.com/sanitation/commercialsanitationservices.cfm>

### Crime Prevention Through Environmental Design

The Glendale Police Department believes that applying public safety principles to the design of business environments helps create a safer environment. These business design principles are derived from a new crime-fighting program called Crime Prevention through Environmental Design.

If you would like a free on-site assessment or plan review to ensure your business design is the best for security precautions, call the Glendale Police Department at (623)930-3380.

### Neighborhood Partnership Office

The City of Glendale's Neighborhood Partnership Office, a division of the Community Partnerships Department, serves as a resource to the business community seeking close ties with residents, community leaders and community-based organizations in surrounding neighborhoods. The division can assist in identifying target market areas in which business may develop mutually beneficial relationships and opportunities with neighborhood groups.

Neighborhood Partnership assists in identifying and establishing specific neighborhood boundaries that may help businesses in the site selection process and/or expansion. It encourages communication and understanding among neighbors and area businesses by providing technical and financial assistance to registered neighborhood groups.

The division also helps to build a sense of community by fostering business and residential partnership to assist in the revitalization of older Glendale neighborhoods.

The Neighborhood Partnership Office is located in the Sine Municipal Building, 6829 N. 58th Drive, Suite 100, Glendale, AZ 85301. The telephone number is (623)930-2868.

## Chapter 6

# Additional Resources

### U.S. Small Business Administration

The U.S. Small Business Administration (SBA) extends financial, technical, and management assistance to help entrepreneurs start, operate, and grow their businesses. In fiscal year 2007, the SBA backed nearly 3,000 loans to Arizona's small businesses. Most of the \$1.2 billion in loans were funded by local lenders with the backing of SBA guarantees or through non-profit Certified Development Companies with debentures. Smaller loans of \$35,000 or less were funded through SBA-designated community Microlenders or a special SBA loan program called "SBAExpress." One out of 4 dollars approved by the SBA went to small business start-ups.

Business financing is available to build or purchase a building, purchase equipment and for working capital, as well as for special purposes such as exporting, international trade, energy conservation, franchises, or buying a business. SBA's programs and services, including procurement opportunities, had a \$22 billion economic impact to Arizona's economy according to ASU economists.

SBA provided management and technical assistance to nearly 60,000 entrepreneurs through community resource partners in Arizona. The SBA and or local community programs, such as those offered by the Maricopa Community College System, jointly fund these resource partners. Business counseling, training, and management assistance is provided through 14 Small Business Development Center Network locations, 21 Service Corps of Retired Executives or SCORE chapters, and 2 Women's Business Centers throughout the state. Each location provides training and counseling by successful former business owners, trained professional counselors, or qualified specialists in all program areas.

For details about how to finance business start-up or take your business to the next stage, or for the nearest training program or counseling location, call (602)745-7200. You may also obtain information directly from the SBA website at [www.sba.gov/az](http://www.sba.gov/az) and select the "On-Line Registration" link.

### Service Corps of Retired Executives

The Service Corps of Retired Executives (SCORE) is a group of retired business professionals who donate their time to provide guidance and advice to business owners. The expertise that this group provides can be helpful whether you are just starting out or have been in business for years.

The website at [www.score.org](http://www.score.org) provides helpful information. SCORE provides free one-on-one counseling at the Glendale Public Library, 5959 West Brown Street, Glendale and at the Arizona SBA office, 2828 North Central, Phoenix. Call (602)745-7250 for an appointment or for a list of upcoming training programs.

## **Small Business Development Center**

The Small Business Development Center is a joint program of the Maricopa Community Colleges District and the Small Business Administration. The center provides one-on-one counseling to small business owners.

The organization's mission is to give small business the support it needs to grow and succeed through its management assistance program. The organization provides free support services that include assistance in start-ups and acquisitions, sources of capital, marketing and sales, government procurement, accounting, financial management, graphics and printing, inventory control, research and development, personnel issues, international trade, business plans and liquidation sales.

The Small Business Development Center is located at 2400 N. Central Ave., Suite 104, Phoenix, AZ 85004. The phone number is (480)784-0590.

## **Self-Employment Loan Fund, Inc.**

The Self-Employment Loan Fund (SELF) is a program designed to assist businesses starting or expanding their operations. It provides training, technical assistance and peer support and assists low-income people in obtaining and repaying business loans.

Applicants must be 18 or older, live or have a business in Maricopa County and be at or below the HUD gross annual low-income guidelines. Individuals with a moderate income will be able to participate on a space-available basis.

Participants must complete a four-week business workshop, a ten-week business plan development workshop and a two-week lending session before SELF will provide loans. Loans, made at market rates, range from \$200 to \$5,000.

SELF is located at 1601 N. 7th St., Suite 340, Phoenix, AZ 85006. The phone number is (602)340-8834; website is [www.selfloanfund.org](http://www.selfloanfund.org).

## **Arizona MultiBank**

Arizona MultiBank is a community development financial institution supported by 18 Arizona banks. It provides financing to small businesses, non-profit organizations and affordable-housing projects.

The institution often closes the gap between a borrower's credit needs and funding available through traditional lending sources. The Arizona MutliBank is located at 101 N. First Ave., Suite 1880, Phoenix, AZ 85003. The phone number is (602)643-0030; website: [www.multibank.org](http://www.multibank.org)

## **Southwestern Business Financing Corporation**

The Southwestern Business Financing Corp. is a private corporation which provides long-term, fixed-rate loans to small businesses. It is certified by the Small Business Administration to process, package, fund and service "504 Program" loans from \$50,000 to \$1,000,000 to small businesses.

Loans are available to businesses located in Phoenix and northern and western Maricopa County that have a tangible net worth of \$7 million or less, have an after tax profit of \$2.5 million or less on an average for the last two years, OR meet SBA's industry size standards for the amount of sales or number of employees.

Loans may be used for the purchase of buildings, construction of a new building, and the purchase of machinery and equipment. They cannot be used for working capital or to replace existing debts.

The Southwestern Business Finance Corp. is located at 3200 N. Central Ave., Suite 1550, Phoenix, AZ 85012. The phone number is (602)495-6495.

## **Arizona Job Training Program**

The Arizona Job Training Program supports the design and delivery of training plans that meet unique industry standards and challenges.

Under the "Net New Hire" portion of the grant program, businesses can apply for grants that return up to 75 percent of the costs of training net new employees in jobs that meet wage criteria. The "Incumbent Worker" portion of the grant program will allow for training that upgrades the skills of your existing employees. The Incumbent Program can reimburse employers up to a maximum of 50 percent of allowable training costs.

To receive required forms or to get detailed information about this program, please call (602)772-1219.

The job training application form and process have been streamlined to make submission and approval as easy as possible. Trained staff is available to assist with questions and to walk you through the grant process. Approval and amount of grant awards will be based on a variety of criteria, some of which include wages, benefits and location of the company.

## **Maricopa Skill Center**

The Maricopa Skill Center, part of the Maricopa Community College District, is the place to send employees for upgrade training or to hire entry-level workers. The open-entry/open-exit, self-paced adult/youth vocational school trains entry-level workers in the skills employers need. Programs include: Auto Body, Banking/Retail, Computer and Office Programs, Computer Technology

Programs, Facilities Maintenance, Food Preparation, Machine Trades, Meat Cutting, Medical Assistant, Nursing, Printing, Welding. Students must be 16 years of age or older; no GED or high school diploma is required. In fact, students may work on upgrading their basic skills or English in the free MSC/Rio Salado College Learning Center.

Maricopa Skill Center is located at 1245 E. Buckeye Rd., Phoenix, AZ 85034. Tours are given at 9:30 a.m. every Tuesday and Thursday. For information call (602)238-4300 or visit [www.maricopaskillcenter.com](http://www.maricopaskillcenter.com)

## **Maricopa Workforce Connection**

Maricopa Workforce Connection will provide many areas of assistance in the recruitment and training of your employees at no charge to you. They will advertise your job openings locally or nationally, will assist with small and large scale recruiting and provide space for on-site interviewing. They will match candidates to your job openings and refer those who meet your requirements, and provide space and marketing for a job fair. Maricopa Workforce Connection also offers on-the-job training reimbursements for eligible participants, assistance with developing unique training programs and referrals to existing resources.

Maricopa Workforce Connections is located at 1840 N 95th Ave, Ste.160. They can be contacted at (602-506-9675) or [www.maricopaworkforceconnection.com](http://www.maricopaworkforceconnection.com)

## **Chicanos Por La Causa**

Chicanos Por La Causa, Inc. (CPLC) is a statewide community development corporation (CDC), committed to building stronger, healthier communities as a lead advocate, coalition builder and direct service provider. CPLC promotes positive change and self-sufficiency to enhance the quality of life for the benefit of those we serve.

The economic development division provides business lending, commercial development, neighborhood revitalization, and financial empowerment.

Prestamos, a community development financial institution (CDFI) and a wholly owned CPLC subsidiary, provides economic opportunities for small and emerging businesses in Arizona. The program does so by offering business loans along with technical assistance to a state-wide constituency, however, the program focuses on serving minority and women-owned businesses. In addition, Prestamos has administered the U.S. Small Business Administration's Micro-loan Program since its inception in 1991 and was recently awarded fifteen million dollars in New Market Tax Credits through the CDFI Fund. By helping small business succeed Prestamos is ensuring the economic success of communities throughout the state.

Chicanos Por La Causa is located at 1107 E. Tonto St., Phoenix, AZ 85034. The phone number is (602)252-0483; website is [www.cplc.org](http://www.cplc.org).



**Economic Development Department**  
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