



WORKFORCE ARIZONA COUNCIL – PERFORMANCE EXCELLENCE COMMITTEE AGENDA

Tuesday, November 14, 2017
9:00 am – 11:00 am
100 N. 15th Avenue, Phoenix, AZ 85007, Suite 103
Via Conference Call
1-877-820-7831 Access Code: 103468

Members Present

Thomas Winkel, Chair – Arizona Coalition for Military Families
David Martin – Arizona Association of General Contractors
Naomi Cramer – Banner Health

Members Absent

Dennis Anthony – Arizona Apprenticeship Advisory Committee

1. Call to Order

- a. The meeting was called to order at 9:06 am.

2. Welcome

- a. Chair Thomas Winkel welcomed new committee members David Martin and Naomi Cramer and stated that there were new members due to a council-wide restructuring.

3. Call to the Public

- a. Thomas Colombo, Maricopa County Human Services Dept. thanked the Council for their commitment to WAC Policy #7 and thanked DES for their guidance through the process.

4. Approval of Minutes

- a. Chair Thomas Winkel assured the committee that the minutes from the previous committee meeting were accurate. WAC Manager Ashely Wilhelm assured committee members that they had the authority to adopt minutes from a previous meeting although the committee members present at this meeting were not present at the previous meeting.

5. Presentation on Dept. of Economic Security Arizona Management System

Michael Wisehart, Assistant Director, Arizona Department of Economic Security, Division of Employment & Rehabilitation Services(DERS)

- a. Michael Wisehart presented on the Arizona Management System and its implementation at DERS/Dept. of Economic Security and its planned implementation throughout the Arizona@Work system.

- b. Wisehart began by discussing the principles of the system. Wisehart's presentation included "steps" to the AMS in how it is implemented in agencies.
- c. Wisehart spoke about Pinal County's success using AMS in their service delivery and the current plans for expansion into Maricopa County and the City of Phoenix.
- d. Committee member Naomi Cramer asked about measuring employment retention rates. Wisehart responded that DES currently uses a 90-day retention rate as a metric of success.
- e. Committee member David Martin asked where funding for DES programming comes from. Wisehart responded that there is a multitude of sources for a variety of programs, however, a majority of funding comes from the Federal Level (from multiple federal departments, depending on program). Martin asked if DES had to obtain permission from the WAC to use their workforce dollars – Wisehart indicated that DES did not have to obtain permission, however, the WAC is responsible for providing "the vision" of where DES should expend their resources. Wisehart elaborated that funding for local boards flows through DES to local areas to fund the vision set by each area's local workforce board.
- f. Committee Chair Thomas Winkel asked how processes have changed as a result of AMS, especially with the business sector/employer sector. Wisehart responded that the "employer(s) is the customer of DES and they 'buy' what DES is 'selling'", which is a qualified workforce.

6. Update on Statewide Professional Development Training

Michael Wisehart, Assistant Director, Arizona Department of Economic Security, Division of Employment and Rehabilitation Services(DERS)

- a. Chair Winkel indicated that the committee typically hears from Lynn Larson of DES on this topic, however, today's update would be covered by Michael Wisehart.
- b. Wisehart spoke about instructional modules that DES has created to teach about distinctions between the Workforce Innovation and Opportunity Act (WIOA) and its previous iteration, the Workforce Investment Act (WIA).
 - i. Instructional modules include laws and regulations, communication strategies, and customer service training.
- c. Wisehart stated that DES has been working with Maricopa County to pilot the training effort and assess the effectiveness/impact of training modules.
 - i. Wisehart believes that DES will implement training in the City of Phoenix in November, adjust based on their input in December, and roll-out/launch the training project in January of 2018.

- d. Chair Winkel indicated that the WAC and local boards would be highly receptive to a “condensed” training module to provide training to board members. Wisheart agreed that initiative would be worthwhile.

7. Update on Infrastructure Funding Agreements

Gretchen Caraway, DERS Policy Administrator, Arizona Department of Economic Security, Division of Employment and Rehabilitation Services(DERS)

- a. Gretchen Caraway provided an update on the status of Infrastructure Funding Agreements and spoke briefly about the structure, process, and purpose of IFAs.
- b. Gretchen stated that all local areas with the exception of the Nineteen Tribal Nations (NTN) have submitted IFAs.
 - i. DES will be moving to provide Technical Assistance to local areas and the NTN to address any discrepancies or faults in their IFAs to ensure they meet DES requirements.
 - ii. Gretchen indicated that the NTN has special circumstances that warrants a different approach due to the internal structure and geographical diversity.
- c. Chair Thomas Winkel asked if Gretchen saw any conflicts in receiving these IFAs – Gretchen responded that there were none.

8. Update on Business Service Representatives Training

- a. WAC Manager Ashley Wilhelm provided a quick update on Business Services Representative training as provided by Monica Magoon of the AZ Office of Economic Opportunity.
- b. Committee member Naomi Cramer asked who develops the curriculum for BSR training – Ashley responded that a leadership team comprised of representatives from DES, Maricopa County, the City of Phoenix, and the AZ Office of Economic Opportunity develops the training curriculum.

9. Informational: Local Board Waiver Requests

Ashley Wilhelm, Workforce Arizona Council Manager, Arizona Office of Economic Opportunity

- a. WAC Manager Ashley Wilhelm provided information on two waiver requests she has received from local areas. She began by stating the purpose and causes of a waiver request. She followed with an explanation that the OEO and DES can provide technical assistance to the local areas to ensure they are meeting WIOA requirements.
- b. Maricopa County has requested a waiver to fill a higher-education representation seat on their Workforce Board.
 - i. Ashley stated that she has drafted a response to Maricopa County asking for more information and that she was not seeking committee approval to move forward, but was simply providing information to the committee.
 - ii. Committee member David Martin stated that he did not believe that Maricopa County would have a difficult time finding a representative of higher education and that he wanted more information from Maricopa County. Ashley stated that she is attempting to get more information from Maricopa County and that there are sometimes

circumstances outside of the agencies control that could warrant a similar situation, such as a board member nominee backing out or an administrative delay.

- c. Yuma County has submitted an “open-ended” formal waiver request due to their lack of an Apprenticeship representative on their board.
 - i. Gretchen Caraway, of DES, stated that 3 boards do not have such representation and that DES is providing technical assistance to fill these roles.
 - ii. Ashley Wilhelm and Gretchen Caraway indicated that Yuma has submitted their waiver as a courtesy in following WAC policy and that they will also be receiving technical assistance from DES.

10. Discussion and vote for Local Board Certifications (conditional approvals)

Gretchen Caraway, DERS Policy Administrator, Arizona Department of Economic Security, Division of Employment and Rehabilitation Services(DERS)

- a. Gretchen Caraway spoke about the local board certification process and which local boards are ready for approval (either conditional or final).
 - i. 9 boards are ready for final approval
 - ii. 3 boards do not have apprenticeship representation requirements
 - 1. DES is providing technical assistance to boards to find apprenticeship representation.
 - iii. Gretchen identified 3 boards that had other compliance issues that needed to be addressed before they could be approved.
 - 1. Maricopa County has a conflict of interest issue with a supervisor of board staff serving in a voting capacity on the board.
 - 2. The Nineteen Tribal Nations has a bylaws issue where WIOA requirements are not met in their bylaws.
 - 3. Yavapai County has a bylaws issue where WIOA requirements are not met in their bylaws.

b. Vote for Final Approval of Board Certifications

- i. Gretchen asked the committee to vote to recommend to the WAC the final approval of the 9 ready local boards.
 - 1. David Martin moved to recommend approval, seconded by Naomi Cramer. Motion passed.
- ii. Gretchen Caraway stated that she will provide updates as to the three boards not recommended for approval as revisions are made to bring them into compliance. Updates will be provided to the committee.

11. Discussion and Approval of Statewide Monitoring Policy – WAC Policy #07

- a. WAC Manager Ashley Wilhelm provided a brief overview of the policy and a brief history of how the policy came to fruition.
 - i. A blended policy comprised of terms made by both the AZ Office of Economic Opportunity and the Dept. of Economic Security was presented. This policy gives DES and the AZ. Dept. of Education (ADE) monitoring responsibilities in each title area of WIOA under their

purview. DES is required to prepare and submit to the WAC a compliance monitoring plan and update the WAC on findings.

- ii. David Martin requested that the language in the policy be changed to reflect updates to be provided at least semi-annually (as opposed to the original term of annually) while also retaining the language “or as requested”.

b. Vote to approve Statewide Monitoring Policy – WAC Policy #07

- i. Committee member Naomi Cramer moved to recommend to the WAC the adoption of WAC Policy #07 as amended, seconded by committee member David Martin. The motion passed.

12. Discussion and Adoption of 2017/2017 Committee Charter

- a. In the interest of time, Chair Thomas Winkel tabled the discussion and vote on the Performance Excellence Committee charter to the next meeting of the committee.

b. Vote to adopt 2017/2018 Charter

- i. There was no vote on this item as the item was tabled to the next committee meeting.

13. Committee Next Steps

- a. The committee asked to be updated on Business Services Training activities.

14. Adjournment

- a. David Martin moved to adjourn, seconded by Naomi Cramer.
- b. The meeting was adjourned at 11:03 am.

*Pursuant to A.R.S. § 38-431.02, notice is hereby given to members of the WAC Performance Excellence Committee and to the general public that the Committee will hold a meeting, open to the public, on **Tuesday, November 14, 2017 at 9:00 a.m.** in the Office of Economic Opportunity 100 N. 15th Ave, Suite 103. For more information, please call (602) 364-0430.*

***Attention visitors (including agency personnel and members of the public):** The Arizona Department of Administration has implemented building security measures at 100 N. 15th Avenue. All visitors who do not have a badge granting access to the building must go to the Badging Office on the first floor to be admitted as a guest. Due to the security measures, agency personnel who routinely submit documents or who wish to attend seminars should either verify that their badges grant access to the building or schedule visits in advance with the Office of Economic Opportunity. Please call (602) 364-0430 with any questions or concerns regarding admittance to the building.*

Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by calling (602) 364-0430. Requests should be made as early as possible to allow time to arrange the accommodation.

A copy of the material provided to Workgroup members (with the exception of material relating to possible executive sessions) is available for public inspection at the Office of Economic Opportunity, located at 100 N. 15th Avenue, Suite 103, Phoenix, AZ.

Under A.R.S. § 38-431.03(A)(3), the Task Force may vote to go into executive session, which will not be open to the public, for the purpose of obtaining legal advice on any item on the agenda.

At its discretion, the Workgroup may consider and act upon any agenda item out of order. Members of the Task Force may appear by telephone.