

## WORKFORCE ARIZONA COUNCIL QUARTERLY MEETING

### MINUTES

Tuesday, February 22, 2022

1:00 pm – 3:00 pm

Virtual Meeting via Zoom

<https://azcommerce.zoom.us/j/92481956068>

#### **Members Present**

Chair Mark Gaspers - Boeing  
Chairman Bill Gates - Maricopa County Board of Supervisors  
John Walters - Liberty Mutual  
Audrey Bohanan - Adelante Healthcare  
Jeff Fleetham - Arizona Registrar of Contractors  
Sheryl Hart - Arizona Department of Education  
Jonathan Schmitt - Arizona State University  
Thomas Winkle - Arizona Coalition for Military Families  
Randy Garrison - FinTek Industries  
Michael Wisheart - Arizona Department of Economic Security  
Sandra Watson - Arizona Commerce Authority

Todd Graver - Freeport McMoRan  
Mayor Jen Miles - City of Kingman  
Karen Molina - Raytheon  
Willard James - Centene Corporation

#### **Members Absent**

David Martin - Arizona Chapter, Associated General Contractors  
Greg Anderson - Summit Healthcare  
Alex Horvath - Tucson Medical Center  
Joanne Osborne - Arizona House of Representatives  
Brian Rice - Hensley Beverage  
Dennis Anthony - Arizona Apprenticeship Advisory

#### **1. Call to Order - 1:02 p.m.**

#### **2. Welcome**

Mark Gaspers welcomed everyone and thanked all for their continued work. He thanked former council chair, Dawn Grove, for her lengthy service to the council. He introduced himself as the Interim Chair of the council. Mark went on to thank Kolu Wilson and Ashley Wilhelm for their effort on behalf of the council, as they have now moved to new positions in the private sector. He thanked Krista McGarvey, Rachael Tashbook, and all of the OEO workforce team and DES. He announced that soon new members will fill openings on the council. He spoke of his pride in Arizona as it moves forward with a strong economy, and especially for the recent opening of the ARIZONA@WORK Pinal County Business and Career Center in Casa Grande.

Chair Gaspers invited Sandra Watson, CEO of the Arizona Commerce Authority to offer comments. Sandra thanked the council and stated that she has not seen such a robust economy across the state in over 25 years. She pointed out that workforce is crucial, and that Arizona has extensive talent resources with an educated and skilled talent pool at the ready. She went on to point out that there is a growing population in the state, and that Maricopa County is the fastest growing county in the nation. Additionally, the state has experienced a surge in manufacturing in recent years, highlighting the Drive48 Center in Pinal County, and that the governor has approved the development of six more such training centers to provide for a strong workforce pipeline.

### **3. Call to the Public**

Nidia Herrera, Executive Director of ARIZONA@WORK - Yuma County and Co-Chair of AWA, mentioned that the AWA heard about comments on the State Plan, but that there had not been responses.

### **4. November 30, 2021 Council Minutes Approval**

Jon Schmitt moved to approve the minutes, seconded by John Walters. The motion was carried unanimously.

### **5. Manager's Update**

Rachael Tashbook provided several updates.

The Good Jobs Challenge Grant Application has been submitted, which will support and create high school and community college career technical education training programs in construction, electric vehicle manufacturing, lithium battery manufacturing, and semiconductor manufacturing. The grant would provide \$20 million over 3 years with awards announced possibly in April 2022.

The ACRC Program's Certificate has now been adopted by the state Board of Ed. for A-F school accountability and over 70,000 hours have been logged in the 4 years of implementation.

The veterans program has assisted Luke AFB with their 1st 2022 job fair - referring 35 companies, of which 22 will participate on March 1st. Since January 1st, Robert Garcia has met with 11 companies interested in hiring veterans, worked with 5 companies with veteran recruitment strategies, and continues to work with 3 recurring business partnerships. He also participated with the Arizona Department of Veterans Services in reviewing applications to the Arizona Donations Fund.

The No Cost Technical Assistance, provided through EDSI, is wrapping up. It has delivered statewide process mapping sessions focused on: Title III Wagner-Peyser, Title III Business Services, Title II and Title IV. The next steps are to complete/review and finalize maps, which will be sent for feedback. The final summary is ready and will now be presented by Ken Mall.

### **6. TA Summary - EDSI**

Ken Mall of EDSI provided a project review of the Program and Service Delivery Process Mapping, along with his findings. The project included mapping program and service delivery processes to identify gaps and areas for improved efficiency and consistency throughout the state, focused on: Comprehensive Employer Engagement, Job Seeker Awareness and Engagement, Direct Engagement with Businesses and Job Seekers, Case Management, and Governance and Performance Tracking and Accountability.

He provided recommendations in four areas. For Job Seeker Engagement, he recommended broader coordination between Title I and Title III staff, and a consistent referral process between Job Centers and Partners. For Employer Engagement, he recommended improved employer filtering and targeting, common CRMs for Job Center Business Service Teams, and coordination of Job Center Partners when engaging with employers to decrease employer confusion. For Referrals he recommended coordination between BSRs and case managers to fill job orders, a common system for referring clients between partner programs, and cross training for all staff to know where/when to refer clients to the appropriate partners. For Case Management, he recommended improved communication between partners about the client's journey once referred, training for staff on

effective use of the Arizona Job Connection (AJC) as a case management and job matching tool, and full access to AJC for Job Center and Nineteen Tribal Nations staff.

## **7. Job Center Certification Update and Approval**

The council has already approved six Job Center Certifications previously. Five more are ready for full certification: Maricopa County, Mohave-La Paz, Northeastern, Pinal County, and Yavapai County. One is ready for provisional certification: Nineteen Tribal Nations

Bill Gates moved to approve the full certifications and the provisional certification, John Walters seconded the motion, the motion passed unanimously.

## **8. State Plan Modification Approval**

Stacey Faulkner reminded the committee that the State Plan is modified every two years. Currently, there are some minor modifications proposed to incorporate data-driven decisions reflecting the effects of COVID-19. She recommended the council approve the State Plan Modifications.

Cheryl Hart moved to approve the State Plan Modifications, seconded by Bill Gates, the motion passed unanimously.

## **9. Compliance Working Calendar Discussion**

Stacey explained that a workgroup including members from Northeastern, Pinal County, Pima County, Yuma County, and City of Phoenix local workforce areas developed a calendar that will help all to become more efficient and avoid duplication of efforts.

Rachael went on to outline the council components of the calendar.

## **10. Performance Measure Review and Approval**

John Walters reviewed the Performance Measures recommended by the committee and reminded the council that they have already expressed agreement with #1-Connecting with Employers and #2-Individual Participant Learning Completion, with focus on completion. He went on to explain that they involved local areas and DES for the development of #3-Employers Utilizing Work-Based Learning. He explained that overall each uses data we are already collecting.

Jon Schmitt moved to approve all three measures, seconded by Audrey Bohanan, the motion passed unanimously.

## **11. Committee Reports**

### **a. Strategic Communication and Partnership Committee Update**

Bill Gates summarized the committee's review of the successful December 2021 Convening, discussion of branding policy, and the social media plan

### **b. Performance Excellence Committee (Canceled)**

Chair Gaspers thanked David Martin's past work chairing the committee, and assured that the committee work will move forward.

### **c. Measuring Effectiveness Committee Update**

John Walters reviewed the work on the Performance Indicator for Serving Employers and expressed pride in the excellent results in the WIOA Performance Report.

### **d. Quality Workforce Committee Update**

Mark summarized the ETPL policy discussion, as well as discussion on making an impact in the healthcare industry, assuring appropriate allocation policy and procedures.

## **12. Upcoming Council and Committee Meeting Planning Discussion**

Chair Gaspers looked ahead to the council's priorities, new members and leadership.

## **13. Adjournment - 2:18 p.m.**

Audrey Bohanan moved to adjourn, seconded by Todd Graver, the motion passed unanimously.

*Pursuant to A.R.S. § 38-431.02, notice is hereby given to members of the Workforce Arizona Council Executive Committee and to the general public that the Committee will hold a meeting, open to the public, on **Tuesday, February 22, 2022 at 1:00 pm.** via Zoom. For more information, please call (602) 771-0482.*

*Persons with a disability may request reasonable accommodation, such as a sign language interpreter, by calling (602) 771-0482. Requests should be made as early as possible to allow time to arrange the accommodation. A copy of the material provided to Committee 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. 7th Avenue, Suite 400, Phoenix, AZ 85007.*

*Under A.R.S. § 38-431.03(A)(3), the Committee 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 Committee may consider and act upon any agenda item out of order. Members of the Committee may appear by telephone.*