



**NOTICE OF PUBLIC MEETING OF THE
MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD EXECUTIVE COMMITTEE**

Pursuant to A.R.S. § 38-431.02, notice is hereby given to the members of the Maricopa County Workforce Development Board Executive Committee and to the general public that the Maricopa County Workforce Development Board Executive Committee will hold a meeting open to the public on:

Thursday, November 18, 2021 – 9:30 a.m.

Microsoft Teams: [Click here to join the meeting](#)

Phone: +1 (480) 702-3496; Phone Conference ID: 234 080 990#

The Agenda for the meeting is as follows:

**Indicates materials attached; please review/read prior to meeting.*

1. Call to order.

2. Roll Call.

3. Welcome and Opening Remarks.

4. Consent Agenda.

For Possible Action.

The Committee will consider and vote on the items on the consent agenda. Consent agenda is established to efficiently dispense the business of the MCWDB. These items will not be discussed unless a Member of the Committee asks to remove the item from the consent agenda.

- a. Meeting Minutes: September 16, 2021*
-

5. Chairman Report.

Discussion Only.

6. Information/Discussion Only.

- a. East Valley Career Center Lease*
 - b. Mobile Career Center (MCC) Update
 - c. Memorandum of Understanding/Infrastructure Funding Agreement (MOU/IFA) Progress Update
-

7. Information/Discussion/Possible Action.

- a. Job Center Certification Follow-up Action Plan*
 - b. Fiscal Reports*
 - c. One-Stop Operator Quarterly Report*
 - d. MCWDB FY22 1st Quarter Report*
 - e. MCWDB FY23 Budget*
 - f. Title 1B: PY21 1st Quarter Report*
 - g. Data Validation Audit Results (PY19)*
-

8. Call to Public.

9. Adjourn.

NEXT MCWDB COMMITTEE MEETING: JANUARY 20, 2022

PUBLIC PARTICIPATION AND ACCESS: "The public must be allowed to attend and listen to deliberations and proceedings taking place in all public meetings, A.R.S. § 38-431.01(A); however, Open Meeting Law does not establish a right for the public to participate in the discussion or in the ultimate decision of the public body." Note: Agenda items may be taken out of order

"Equal Opportunity Employer/Program." "Auxiliary aids and services are available upon request to individuals with disabilities." A sign language interpreter, alternative format materials, or infrared assistive listening devices will be made available within 72 hours' notice. Additional reasonable accommodations will be made available to the extent possible within the time frame of the request. Arizona@Work: Maricopa County products and services are made available through federal funding provided by the Workforce Innovation and Opportunity Act (WIOA); serving Employers by aiding job seekers, adults, dislocated workers and youth.



Consent Agenda.

Meeting Minutes



MINUTES OF PUBLIC MEETING OF THE MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD
Executive Committee

Thursday, September 16, 2021 – 9:30 a.m.

GoToMeeting: <https://www.gotomeet.me/MaricopaCountyWDB>

Phone: +1 (872) 240-3212; Access Code/Meeting ID: 167-097-701

Members Present: Erik Cole, Loren Granger, Shawn Hutchinson, and Matt McGuire
(Note: All members present attended via GoTo meeting)

Members Absent: Bonnie Schirato

MEETING

Call to Order.

Chairman Matt McGuire, called the meeting to order at 9:31 a.m., and requested roll call.

Roll Call.

MCWDB Board Liaison, Deseret Romero took roll.

Welcome and Opening Remarks.

Chairman Matt McGuire welcomed the Executive Committee and guests.

Chairman McGuire then provided a brief reviewed of the board's vision, values, and goals.

Consent Agenda.

Meeting Minutes: August 5, 2021

Chairman McGuire asked for a motion to approve the MCWDB Full Board August 5, 2021 Meeting Minutes. Shawn Hutchinson made a motion; Erik Cole seconded the motion.

Chairman McGuire called for an all-in favor vote:

In Favor: Erik Cole, Loren Granger, Shawn Hutchinson, and Matt McGuire

Opposed: None

Abstained: None

Motion passed.

Chairman Report.

Chairman McGuire notified the Committee of the recent Workforce Development Division Centers Desk Audit by the Department of Economic Security (DES). The report found no findings.

Executive Director Steve Clark noted that the center desk audit is a routine audit provided by DES. Mr. Clark also complemented the work of the Workforce Development Division (WDD) staff.

Chairman McGuire also share his appreciation of the WDD's hard work and importance of ensuring compliance.

Informational/Discussion Only.

Strategic Planning.

Executive Director Steve Clark provided a brief update to the Committee on the strategic planning efforts.

- Possibly procure both Strategic Plan and Local Plan into one project.
- Working with County Procurement to outline the details.
- Ideal start timeframe would be November or December.
- Ideal completion timeframe would be late spring.
- Updates would continue to be provided to the Committee.

Chairman McGuire thanked Executive Director Clark and noted that while we are in mid-cycle it is still an appropriate time to get the strategic planning process started.

2022 MCWDB Recertification Process.

Executive Director Steve Clark provided a brief review of the provided 2022 MCWDB Recertification Process timeline to the Committee.

- Major recertification project deadlines.
- Pre-approval would be sought from the Executive Committee on recertification projects.
- Final approval would be sought from the MCWDB Full Board on recertification projects.
- Presented timeline is a fluid document and any changes would be shared with the Committee.
- Any updates or changes by DES would be shared with the Committee and Full Board.

Chairman McGuire thanked Executive Director Clark for the detailed timeline.

Policy Update Process.

MCWDB Management Analyst Kennedy Riley presented the Committee with the provided policy update process and timeline. Ms. Riley touched upon the following policy update highlights.

- Policy Background
- Current State of Policies
- Timeline for presenting policies to the Committee and the MCWDB Full Board.
- Outline of Policy Goals

Chairman McGuire thanked Ms. Riley for the policy process update and requested that when a policy is presented that a summary cover sheet could be added to the presented redlined policies.

Executive Director Clark noted that a significant amount of the policies will require revisions and that Ms. Riley had been conducting a comprehensive review of the policies to identify those revisions along with where the policies should reside. Mr. Clark also noted that 2 to 3 policies would be brought to the Committee for review and approval per meeting for program year 21.

Mobile Vehicle Project.

Executive Director Clark shared with the Committee, the development of the idea behind the mobile vehicle project. The MCWDB staff conduct weekly discussions on innovation and program improvement, during which a few weeks ago Nancy Avina presented the idea of a mobile vehicle project or mobile career center.

MCWDB Management Analyst Nancy Avina presented the Committee with the provided mobile vehicle project. Ms. Avina touched upon the following project highlights.

- Maricopa County statistics, including increasing population growth and expansive geographic area.
- Maricopa County's largest employers.

- Mobile vehicle concept for use as a mobile career center.
- Mobile unit benefits, including the ability to reduce barriers for clients in various communities, partnership growth, and marketing possibilities.
- Examples of implemented mobile career center programs throughout the country.
- Potential funding options and focused return on investments.

Ms. Avina also presented a video created by Orange County California that provides an overview of their mobile career center, including a tour of the bus, interviews with career advisors and clients.

The Committee members individually shared their thoughts on the mobile career center idea and collectively agreed that the mobile career center would be a great idea.

Chairman McGuire shared his love of the idea but wanted to limit his comments and hear from the rest of the Committee.

Committee member Shawn Hutchinson.

- Great idea.
- Location is always a difficult discussion for centers, and this would break location barriers.
- Approve moving forward as soon as possible.

Committee member Loren Granger.

- Incredible idea
- Great opportunity to assist community.
- Ability to impact more job seekers who cannot get to the current career centers.
- Increases program visibility.

Committee member Erik Cole.

- Fantastic idea.
- Maricopa County is large, but local jurisdictions do not have the resources to help everyone.
- Can help by going into neighborhoods.
- Can help residents with limited mobility.
- Suggests reaching out to mobile health units on how they staff and schedule their units.

Board member Collin Stewart.

- How many units within the proposal?
Ms. Avina noted that Orange County has 1 unit but hope to phase in another unit.
- How many staff would be needed?
Ms. Avina noted 2 to 3 staff members. (1) bus driver and (2) career case managers upon rotation.

Chairman McGuire inquired as to the next steps for the project.

Executive Director Clark noted the following.

- Initial project research shows no real cons to the project.
- Next steps will include:
 - Identify the purchasing process.
 - Outline the staffing needs.
 - Continue to research project pros and cons.
 - Explore specific funding options.
 - Develop cost proposal.
 - Create implementation plan.

Chairman McGuire requested that the proposal be presented to the MCWDB Full Board at their October 21, 2021 meeting and include any additional information available.

Potential Discussion Questions.

Chairman McGuire requested that the Committee start to think about the following questions noted in the meeting agenda.

- i. *“If funding was not an option, what are some ideas for this board to consider as areas of focus for this year or next?”*
- ii. *“Given the labor market projections for the in-demand occupations for the next five years, what are your thoughts regarding addressing the employer needs for the Maricopa County metropolitan area?”*
- iii. *“What do you see as some of the most significant gaps between job seekers and employers, and what ideas do you have to bridge these gaps?”*

Chairman McGuire asked for the Committee’s initial thoughts. No one spoke.

Information/Discussion/Possible Action.

FY22 Budget Amendment Recommendation.

Executive Director Steve Clark provided the Committee with a review of the submitted FY22 Budget Amendment Recommendation, including summary and line-item adjustments.

Committee member Shawn Hutchinson noted that the recommendation showed foresight and did not see anything unreasonable.

Chairman McGuire concurred and noted that the recommendation appeared to be a strong recommendation.

Chairman McGuire asked for a motion to approve the FY22 Budget Amendment Recommendation as presented. Committee Member Shawn Hutchinson called for the motion to approve, seconded by Erik Cole.

Chairman McGuire called for an all-in favor vote:

In Favor: Erik Cole, Loren Granger, Shawn Hutchinson, and Matt McGuire

Opposed: None

Abstained: None

Motion passed.

Fiscal Reports.

Nicole Forbes, MCWDB Fiscal Agent provided the Committee with a report on the Maricopa County Final FY21 WIOA (BTA) Budget to Actual and FY22 WIOA (BTA) Budget to Actual.

In addition, Ms. Forbes notified the Committee that DES would be conducting a fiscal monitoring audit on November 8th. The audit would cover the timeframe of October 20 – December 20. Ms. Forbes also noted that she would be reaching out to the One Stop Operator to discuss further with them as well. Ms. Forbes noted that the audit the previous year did not provide any findings and she anticipated the same for this review.

Chairman McGuire asked for a motion to approve the Fiscal Reports as presented. Committee Member Erik Cole called for the motion to approve, seconded by Shawn Hutchinson.

Chairman McGuire called for an all-in favor vote:

In Favor: Erik Cole, Loren Granger, Shawn Hutchinson, and Matt McGuire

Opposed: None

Abstained: None

Motion passed.

Title 1B: PY20 4th Quarter Report.

Workforce Development Division Assistant Director CJ Williams provided a presentation on the submitted Title 1B: PY20 4th Quarter Report. Mr. Williams noted the following highlights.

- Provider Services, including Adult, Youth and Business Services.
- Access and Delivery, including Job Centers, WDC Sites, Youth Hubs, Community Access Points and Virtual options.
- Participants Served (4,953)
- Employers Served (803)
- WIOA Performance
 - o 2nd Quarter Placement Rate
 - o 4th Quarter Placement Rate
 - o Median Earnings
 - o Credential Attainment Rate
 - o Measurable Skill Gains
- Sustainability
 - o Average Cost Per Participant
- Program Highlights
- Innovation and Responsiveness

Committee member Shawn Hutchinson complimented the Workforce Development Division (WDD) staff for their hard work.

Board member Leah Hill also complimented on the work of WDD.

Chairman McGuire concurred with the member comments and inquired on how to continue to improve upon the program.

Mr. Williams noted that WDD leadership is working on developing a plan on how best to improve the program.

Committee member Cole also commented on the great work provided by WDD and inquired as to any challenges that the Executive Committee could assist WDD with.

Chairman McGuire asked for a motion to approve the Title 1B: PY20 4th Quarter Report as presented. Committee Member Erik Cole called for the motion to approve, seconded by Loren Granger.

Chairman McGuire called for an all-in favor vote:

In Favor: Erik Cole, Loren Granger, Shawn Hutchinson, and Matt McGuire

Opposed: None

Abstained: None

Motion passed.

MCWDB Committee Updates.

MCWDB Youth Committee.

Youth Committee Chair Erik Cole reported to the Executive Committee on the first meeting of the Youth Committee for the fiscal year. Chair Cole made the following notes from the meeting:

- Introductory meeting
- Discussion Questions Responses
 - o Focus on building relationships
 - o Request for Service Provider Report
 - o Focus on gaps and opportunities
- Assistant Director CJ Williams attended

MCWDB Marketing and Outreach Committee.

Executive Director Steve Clark provided the Committee with an update on the first meeting of the Marketing and Outreach Committee. Executive Director Clark noted the following highlights from the meeting.

- Focus on Career Center awareness
- Connecting workers with job opportunities
- Exploring insight from marketing experts, including the Valley of the Sun – United Way marketing representative

Call to the Public.

Chairman McGuire made a call for public comment. No one spoke.

Adjourn.

Chairman McGuire adjourned the MCWDB meeting at 10:52 a.m.

**For additional information, contact MCWDB staff at: MCWDB@maricopa.gov*



Information/Discussion Only.

East Valley Career Center Lease



East Valley Career Center Relocation

Jacqueline Edwards, Director
Maricopa County Human Services Department

November 18, 2021



Current East Valley Career Center Background

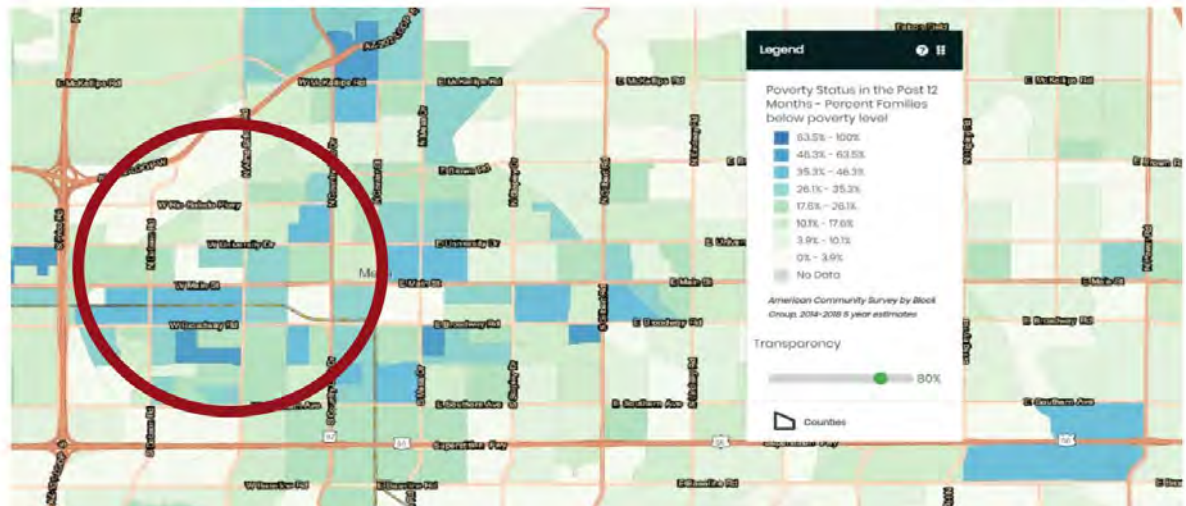
- Located: Shopping Center at Gilbert Rd & Guadalupe Rd
- Lease: Extended to June 2022
- Client Demographic: Less than 10% of population are below the poverty line in surrounding area; Only 10% of clients are from the surrounding community
- Facility: Insufficient space for services



New East Valley Career Center Location Search

Poverty Data

- The poverty map shows the greatest need for clients is in West Mesa area with a poverty rate of 63-100%.
- Additionally, the greatest number of clients we serve live in Mesa (reference slide #5; where our clients live)



- Began location search in 2019 based on these factors:
 - **Client data** - Majority East Valley clients live in Mesa
 - **Poverty data** – West Mesa has the greatest poverty rate in the East Valley
 - **Public Accessibility** – Transportation is a barrier for many clients; Public transportation routes must be available
 - **Facility** – Cost-effective with ample space for training and job fairs



New Location – 1001 W. Southern Ave. Mesa 85210

- Located: Mesa Corporate Center at Alma School Rd. & Southern Ave.
- Lease: Commence - March – June 2022; 124 months
- Facility: 23,000 sq ft dedicated workforce development space
- Tenant Improvements: Completed by landlord





Supporting Comprehensive Services & Strengthening Integration

To achieve a strong human services system that is responsive, efficient, effective, and accountable in Maricopa County, it can only be achieved through robust partnerships.

Location with host both Maricopa County HSD Workforce Development and Early Education Administration

- **Comprehensive Services**
Wrap around services for individuals and families supports their long-term self-supporting goals
- **Dual Program Coaching & Case Management Services**
Coaching/case management from both programs produces better outcomes, especially for those with the greatest barriers to employment
- **Financially Beneficial Partnership**
Shared space benefits both programs' operations and saves funding to be used towards client services
- **Collaboration Expansion**
Expansion of other partnerships, such as WIC and food bank services, will benefit all clients and the community



Information/Discussion/Possible Action.

Job Center Certification Follow-up Action Plan

JOB CENTER CERTIFICATION: FOLLOW-UP ACTION PLAN

November 18, 2021

Kennedy Riley, MCWDB Management Analyst



Agenda/Introduction

- Review follow-up action items from Workforce Arizona Council:
 - Clarification on checklist items
- Follow-up action items for:
 - Signage
 - Safety/Security at Affiliate Sites
 - Adequate Space at Affiliate Site
 - Certification Team Used

Clarification Points

- Clarification on:
 - 5.9 - Offers job readiness training provided in combination with services listed in 1 thru 8;
 - **MCWDB Staff to provide Employment Academy and Arizona Career Readiness Credential documentation**
 - 5.10 - Offers adult education and literacy activities, including English Language Acquisition, provided concurrently or in combination with services listed in 1 thru 7.
 - **MCWDB Staff to provide Title II providers and screen shot of referral platform process between Title I-B and Title II Providers**
 - 7.3 & 7.4 - If a customer feedback survey is utilized. Please provide a copy of the survey used.
 - **MCWDB Staff to provide Title I-B Participant Survey Information/Results**

Follow-Up Action Plan Items

- Signage – Require additional signage at:
 - Mesa Library Youth
 - TCAA
 - Tempe Escalante Youth
 - Tempe Library
 - Scottsdale Vista
 - Peoria Youth
- Plan: Work in partnership with Title I-B Service Provider (WDD) to develop a plan to station additional signage (external and/or internal) at the affiliate sites. MCWDB staff will track progress and ensure completion by February 2022.

Follow-Up Action Plan Items

- Security - Develop a plan for providing adequate safety and security precautions to protect the customers and staff (Section 1.11) at the following locations:
 - TCAA
 - Surprise
 - Wickenburg
- Plan: MCWDB staff will ensure that Workforce Development Division staff located at the above locations have received proper training on safety at their site. Additionally, MCWDB and WDD staff will work together to ensure barriers are in place for proper safety such as badge access on doors for entry/exit, security or other solutions if required by February 2022.

Follow-Up Action Plan Items

- Adequate Space – ensure staff have adequate space for services
 - Tempe Library
- Plan (**Completed**): MCWDB Staff have ensured that the staff member located at the Tempe Library has an individual office space and now has full access to all large conference rooms. The staff member utilizes the conference room to hold various events such as workshops, job fairs, and other job readiness activities.

Follow-Up Action Plan Items

- Proper Certification Team – ensure board members review and approve certification tools
- Plan (**Completed**): MCWDB Staff provided the Maricopa County Workforce Development Board Members a presentation on the job center certification process, tools and final submission at the Executive Committee Meeting on August 5, 2021, and Full Board Meeting on August 19, 2021. The full board voted to approve the center certification on August 19, 2021. Meeting minutes will be submitted with follow-up action plan to the WAC.

Recommendation

- Motion to approve follow-up action plan for Full Board review
- Follow-up plan to be provided to Full Board and vote for approval on December 16, 2021
- MCWDB staff to submit follow-up action plan to WAC by December 31, 2021

Questions?





Information/Discussion/Possible Action.

Fiscal Reports



Maricopa County FY2022 WIOA (BTA) Budget to Actuals

NOVEMBER 18, 2021

WIOA FISCAL AGENT-NICOLE FORBES

FY22 WIOA Budget to Actual

Title 1 B Approved Budget \$21,971,657

- In FY22 at minimum \$15,757,336 must be Expended By June 30, 2022
37% Expended as of October 31, 2021

Service Provider(WDD) = \$21,210,273

- Expended YTD as of October 31, 2021
\$5,728,263

WDB Approved Budget= \$761,384

- Expended YTD as of October 31, 2021
\$160,254

WIOA Funding by Fiscal Year

County FY2022				
	FY22 Budget	YTD FY21 AS OF 10/31/2021	Balance Remaining	% Spent YTD
ADULT	14,484,988	3,724,826	10,760,162	26%
DISLOCATED WORKER	1,016,894	313,395	703,499	31%
YOUTH	6,469,775	1,850,296	4,619,480	29%
Total	21,971,657	5,888,517	16,083,140	27%

Fiscal Agent Updates

- **BFY 2022 Fiscal Monitoring**
 - **Nov 8-9, 2021**
 - **NO Reported recommendations or findings**
 - **Awaiting Final Report**



QUESTIONS?

Contact Information:
Nicole.Forbes@Maricopa.gov

THANK YOU FOR YOUR TIME.



**WORKFORCE DEVELOPMENT BOARD
BUDGET FY 2022
YTD Oct 2021
UNIT 2250**

WDB-FY22	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	13th close out	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED
TOTAL COSTS	761,384	11,314	56,145	54,175	38,620	40,774	42,364	39,871	38,935	41,743	40,179	41,129	41,129	-	160,254	485,508	265,876	21%
Fund - 222	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	13th close out	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED
PERSONNEL																		
REGULAR SALARIES	284,114	7,443	40,114	23,852	11,926	23,852	24,936	23,236	22,598	24,512	23,446	24,094	24,094		83,334	274,102	10,012	29%
TOTAL PERSONNEL	284,114	7,443	40,114	23,852	11,926	23,852	24,936	23,236	22,598	24,512	23,446	24,094	24,094	-	83,334	274,102	10,012	29%
FRINGE BENEFITS																		
TAXES	21,735	558	3,011	1,986	898	1,825	1,908	1,778	1,729	1,875	1,794	1,843	1,843		6,453	21,047	688	30%
RETIREMENT	34,407	930	4,978	2,960	1,480	2,960	3,095	2,884	2,804	3,042	2,910	2,990	2,990		10,348	34,022	385	30%
MEDICAL	51,072	2,272	6,816	4,544	4,544	4,544	4,544	4,544	4,544	4,544	4,544	4,544	4,544		18,176	54,528	(3,456)	36%
UNEMPLOYMENT & WORKERS' COMP	312	-	372	-	186	186	186	186	186	186	186	186	186		559	2,048	(1,736)	179%
TUITION REIMBURSEMENT	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-	-	0%
TOTAL FRINGE BENEFITS	107,526	3,760	15,178	9,490	7,108	9,515	9,732	9,391	9,263	9,647	9,433	9,563	9,563	-	35,535	111,645	(4,119)	33%
INDIRECT COSTS																		
INDIRECT COSTS	86,944	-	-	14,762	11,586	7,407	7,696	7,243	7,073	7,583	7,299	7,472	7,472		26,348	85,594	1,350	30%
TOTAL INDIRECT COSTS	86,944	-	-	14,762	11,586	7,407	7,696	7,243	7,073	7,583	7,299	7,472	7,472	-	26,348	85,594	1,350	30%
TRAVEL & TRAINING																		
TRAVEL	12,000	-	-	-	-	-	-	-	-	-	-	-	-		-	-	12,000	0%
TOTAL TRAVEL & TRAINING	12,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	12,000	0%
SUPPLIES																		
OFFICE SUPPLIES	2,500	-	-	464	(15)										449	449	2,051	18%
EQUIPMENT	5,464	-	-	-	4,269										4,269	4,269	1,195	78%
POSTAGE	50	-	-	-	-										-	-	50	0%
TOTAL SUPPLIES	8,014	-	-	464	4,254	-	-	-	-	-	-	-	-	-	4,718	4,718	3,296	59%
CONTRACTUAL																		
ONE STOP OPERATOR	197,036	-	-	3,395	-										3,395	3,395	193,641	2%
CONSULTANT	50,000	-	-	-	-										-	-	50,000	0%
TOTAL CONTRACTUAL	247,036	-	-	3,395	-	-	-	-	-	-	-	-	-	-	3,395	3,395	243,641	1%
OPERATING SERVICES																		
ASSOCIATION/MEMBERSHIPS	5,750	-	600	2,214	3,240										6,054	6,054	(304)	0%
LABOR MARKET	1,000	-	-	-	-										-	-	-	0%
PRINTING (COPIER)	6,000	-	-	-	-										-	-	6,000	0%
CELL PHONES/LAND LINES	3,000	111	253	-	506										870	870	2,130	29%
TOTAL OPERATING SERVICES	15,750	111	853	2,214	3,746	-	-	-	-	-	-	-	-	-	6,925	6,054	(304)	44%
TOTAL COSTS	761,384	11,314	56,145	54,175	38,620	40,774	42,364	39,871	38,935	41,743	40,179	41,129	41,129	-	160,254	485,508	265,876	21%



Information/Discussion/Possible Action.

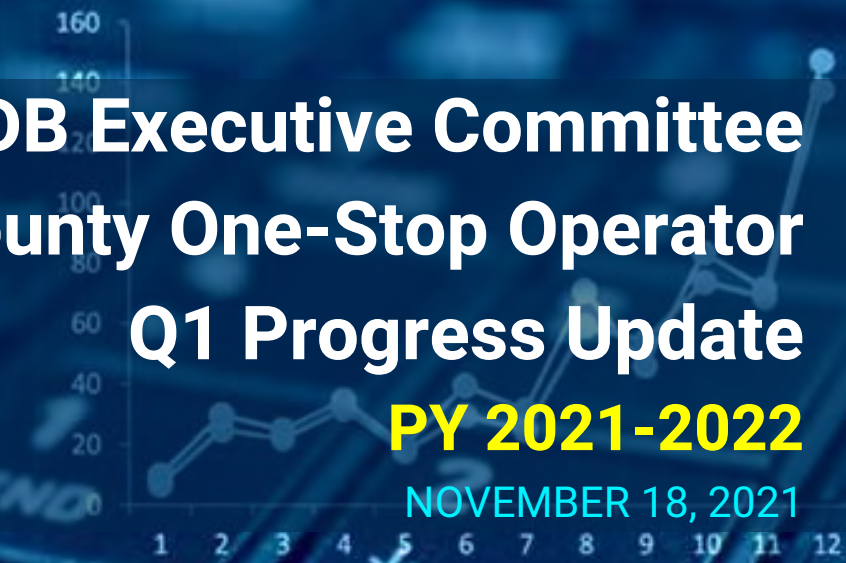
One-Stop Operator Quarterly Report



MCWDB Executive Committee Maricopa County One-Stop Operator Q1 Progress Update

PY 2021-2022

NOVEMBER 18, 2021



OSO MCWDB Q1 Progress Update Overview



- ▶ **Maricopa County One-Stop Operator (OSO) Team & Purpose**
- ▶ **OSO Performance Areas**
- ▶ **OSO Key Deliverables**
- ▶ **Quarterly Success Story**
- ▶ **Q2 Goals**
- ▶ **OSO RFP Budget Snapshot**



GRETCHEN CARAWAY
MARICOPA COUNTY
ONE-STOP OPERATOR
PROJECT DIRECTOR

SUMMER HOUSTON
MARICOPA COUNTY
ONE-STOP OPERATOR
MANAGER



THE TEAM

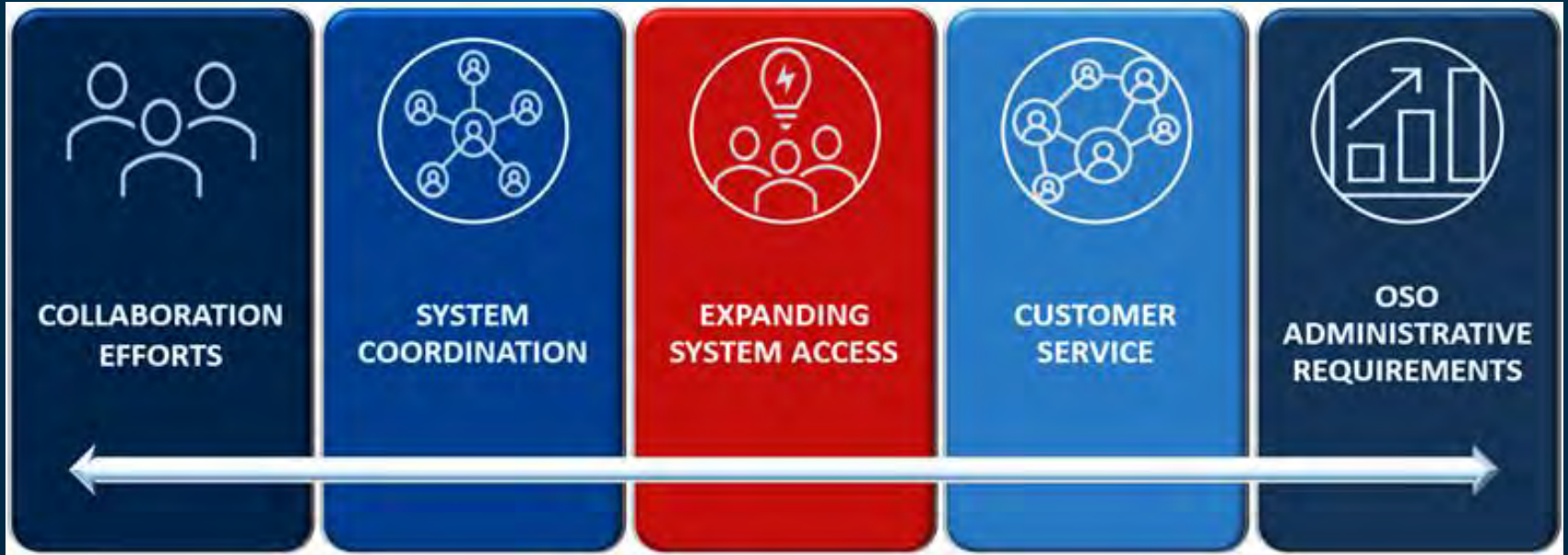
PURPOSE

At a minimum, the One-Stop Operator must coordinate the service delivery of required one-stop partners and service providers.

Local WDBS may establish additional roles of one-stop operator, including, but not limited to:

- Coordinate service providers across the one-stop delivery system;
- Coordinate service delivery in a multi-center area, which may include affiliated sites.

ONE-STOP OPERATOR PERFORMANCE AREAS





COLLABORATION EFFORTS

- Facilitated technical support and training on how to:
 - Access and navigate PartnerLink
 - Submit, process and track a Customer Referral
 - 36+ Partners received training in Q1

SYSTEM COORDINATION

Conduct workflow analysis in the development of a needs assessment that identifies gaps and or challenges in service availability, coordination and delivery.





SYSTEM ACCESS

- OSO will visit the Comprehensive site locations monthly and a Specialized site once a quarter; To ensure the efficient flow and integration of services at One-Stop Career Center service locations.
- One-Stop center checklist created to align with the OSO contract's SOW

CUSTOMER SERVICE

- Monthly Leadership Meetings
- Connecting Partners
- Facilitate Connection Meetings
- Manage customer referral tracking spreadsheet
- Conduct bi-monthly Collaboration Workgroups



PY 2021-2022 ONE-STOP OPERATOR SITE VISIT CHECKLIST

This checklist documents the Maricopa County One-Stop Operator (OSO) site visit experience and ensures the OSO reviews the items detailed in the RP's scope of work. Ensuring the efficient flow and integration of services at One-Stop Career Center service locations throughout the county is the purpose of the OSO site visits. [CLICK TO LEARN MORE](#)

OSO FIRST, LAST NAME:	SITE VISIT DATE:
SITE LOCATION:	SITE AREA(S) VISITED (e.g. Front desk):
SITE TYPE VISITED (check one):	
<input type="checkbox"/> COMPREHENSIVE	<input type="checkbox"/> SPECIALIZED

SITE VISIT CHECKLIST	SITE VISIT FEEDBACK & NOTES
----------------------	-----------------------------

Site Services And Activities To Assess If Available:

- Ensuring the seamless coordination of Resource Area and Basic Career services in Career Centers;
- Ensuring the seamless coordination of Reception and initial registration services for all customers
- Coordinating one-stop partner services, with guidance from MCWDB and Maricopa County Leadership
- Coordinating access to virtual resources at appropriate partner locations, libraries, and other points within the Career Centers
- Developing processes to ensure that all customers receive appropriate, timely, seamless and effective Career Services including appropriately communicating with persons with disabilities;
- Actively leading the Core and Required Partners to integrate services in the Maricopa County One-Stop System
- Developing and implementing a coordinated staff development/training plan (customer service, cross training on partner services, community resources, etc.) for Career Center staff and Partners program staff
- Ensuring compliance of hours of operations at Career Centers utilizing Arizona Department of Health Services guidance as a guideline for a safe opening or reopening of access sites and career centers to provide in person services
- Following federal and state regulations pertaining to handling of Equal Employment Opportunity responsibilities, customer complaints, and physical and programmatic accessibility
- Ensuring compliance with all Federal, State and local policies and procedures relative to the One-Stop System and One-Stop Centers and access sites
- Disclose any potential conflicts of interest arising from the relationships with particular training service providers or other service providers, including, but not limited to, career services providers
- Support the plan through strategies and outline a clear business strategy for the ARIZONA@WORK Maricopa County system that supports the Local Plan

Coordination of Services

- Actively leading the Core and Required Partners to integrate services in the Maricopa County One-Stop System;
- Ensure the flow and delivery of services in accordance with workforce system policies
- Coordinate the service delivery of required and participating One-Stop partners and service providers. All services must be consistent with the Local Plan. The OSO needs to encourage all One-Stop partners to work under the ARIZONA@WORK Maricopa County brand and represent one unified brand to customers. The OSO shall work to develop a plan to address coordinated branding

Onsite Partner Leadership

- Analyze whether one-stop center staff possesses the appropriate training, tools and equipment needed to carry out job functions, including:
 - Creating a needs assessment that identifies existing gaps among staff and partner agency staff to ensure their success in supporting one-stop deliveries, and providing recommendations at quarterly meetings regarding specific training needs and professional development;
- Learn and remain knowledgeable of the program services and performance standards of all system partners and facilitate cross training amongst all staff
- Reporting results of staff training to the MCWDB and other system partners when applicable
- Lead and coordinate the design and implementation of a functional and seamless integrated service delivery model.

In coordination with the MCWDB, assure partners understand their roles in workforce system initiatives impacting customers, such as career pathways, sector strategies and other key strategies or requirements under WIOA.

Ensure and Report Compliance

Ensure Americans with Disabilities Act and WIOA section 188 compliance for the ARIZONA@WORK Maricopa County service delivery locations as well as, County ADA policies.

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

Report annually to the MCWDB on ADA and WIOA section 188 compliance.

Continuous Improvement Activities

- Coordinate and facilitate meetings with key and core partners, officials, leaders and staff to share best practices, discuss workforce trends, address the needs of the local and regional area, provide education on System Partner programs and services, and review service delivery and efficiencies;
- Deliver ongoing training and technical assistance as needed.

Meeting Attendance, Tracking and Reporting

One-Stop referrals and enrollments, as well as referrals and enrollments received through WIOA programs operated by partner agencies, in furtherance of an integrated service delivery system. The OSO shall gather data in partnership with all partners as required by the MCWDB and disseminate as necessary

Ratio of referrals to enrollments into partner programs

Results of customer satisfaction surveys and any event participant survey results, including a list of recommended system improvements to address any concerns identified by customers or participants; and other information requested by the County

Points of Data to Collect or Discuss...

Total number served by:	Total number placed in employment, and total number broken out by the following:		
Comprehensive Center:	Number of placed in targeted industries/in demand occupations as defined by the MCWDB:		
Specialized Centers (list individually)			
System training and professional development	Results of customer satisfaction surveys and any event participant survey results, including a list of recommended system improvements to address any concerns identified by customers or participants; and other information requested by the County		
System partner meetings and outcomes.			

Scorecard

of Referrals Submitted Since Go Live Date of 12/30/2020

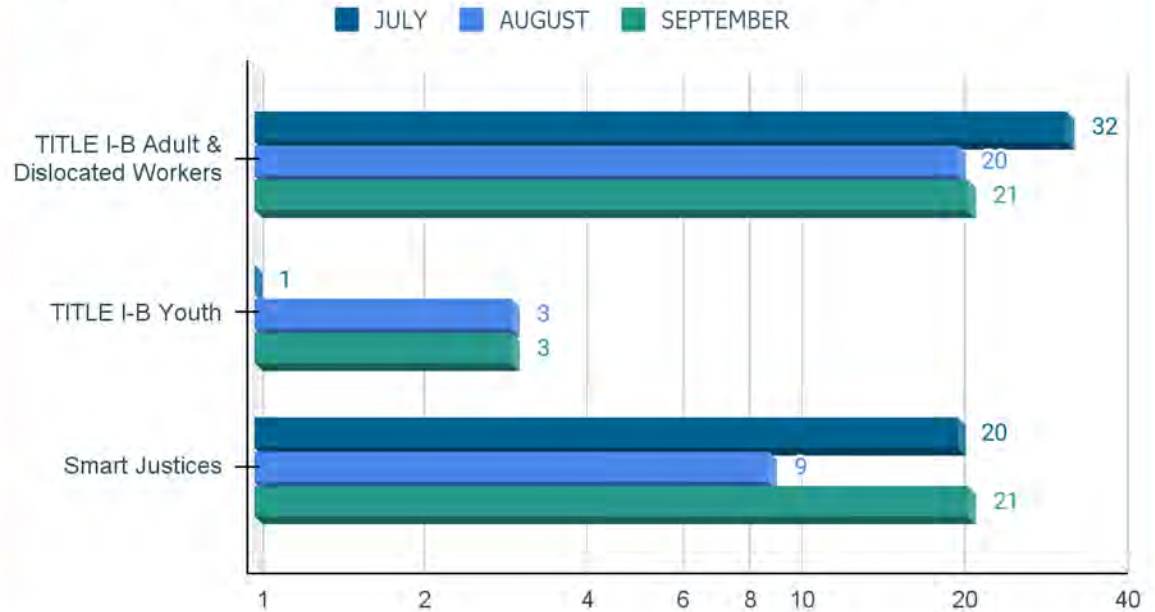
455

Scorecard

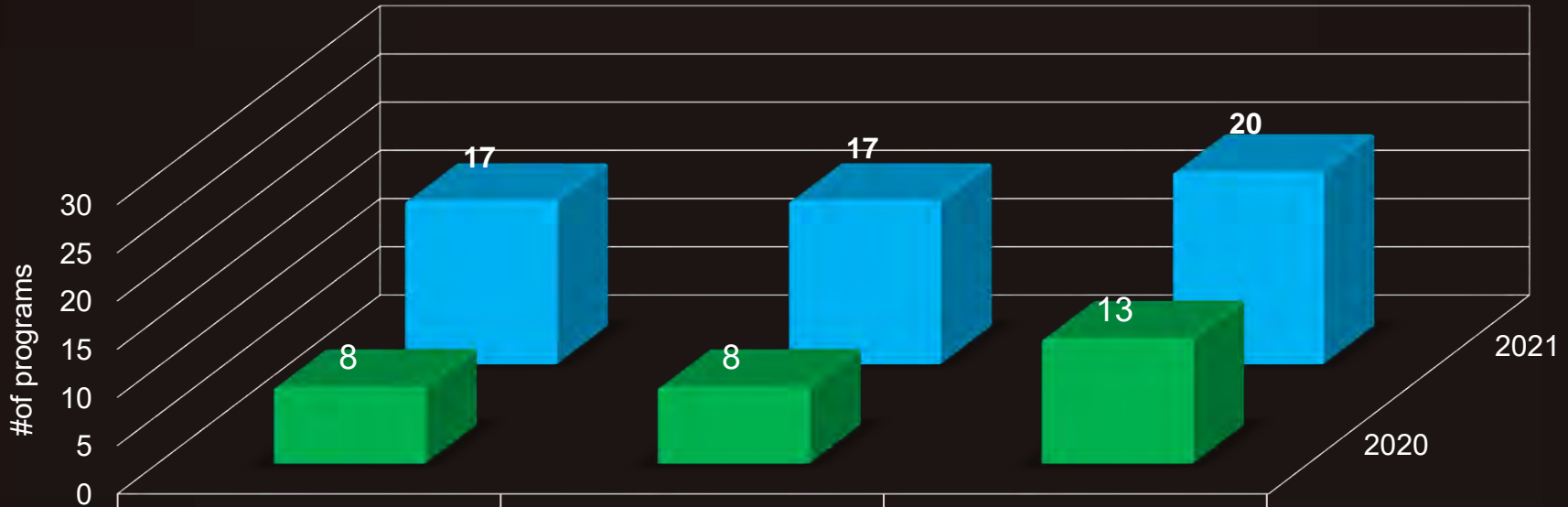
PY21 Q1 Referrals Submitted

178

PY Q1 PY2021 - 2022 TITLE I-B WIOA CUSTOMER REFERRALS RECEIVED



of Programs Participating in Collaboration Group Session 2020 vs. 2021 Comparison



	AUG	SEPT	OCT
2020	8	8	13
2021	17	17	20

2020 2021

Q1 Success Story

- Title I Youth Program & Title IV Youth Transition Program presented Gilbert Public Schools District Transition Faculty Members
- Working Together To Serve The Needs of Individuals with Disabilities

OSO facilitated a meeting between Title I Youth Program & Title IV Youth Transition programs to provide technical assistance to Gilbert's Public Schools District Transition faculty members. Resulting in continued collaboration between both programs to provide regular info sessions to parents and students about services and program eligibility. This collaboration also allowed the Partners to see the areas of their program where they can support one another moving forward.



Q2 Goals

1. Analysis & Improvement
Recommendations Plan
2. Breaking Barriers & Knowledge Sharing
(Collaboration Workgroup & Study
Sessions)
3. One-Stop Center Checklist
Implementation
4. Service Design & Delivery Efforts



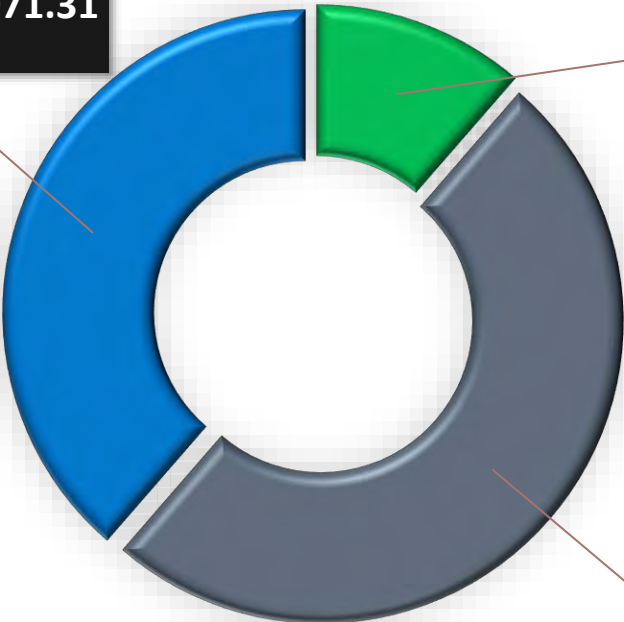
OSO Administrative Requirements

Q1	Meet with WDB Staff; monthly invoice and report	07/15/2021	COMPLETE	100%
Q1	Review contract; establish goals, objectives and timelines; assess areas of performance	07/30/2021	COMPLETE	100%
Q1	Review contract activities continued...	08/02/2021	COMPLETE	100%
Q1	Assist with MOU/IFA efforts and implementation	08/03/2021	COMPLETE	100%
Q1	Meet with WDB Staff; monthly invoice and report	08/13/2021	COMPLETE	100%
Q1	Meet with WDB Staff; monthly invoice and report	09/15/2021	COMPLETE	100%
Q1	Center Checklist creation	10/01/2021	COMPLETE	100%
Q1	Schedule comprehensive/affiliate center visits	10/01/2021	COMPLETE	100%

MCWDB One-Stop Operator RFP Budget Snapshot

Balance, \$150,071.31

YTD Expenditures,
\$44,077.95



- YTD Expenditures
- Budget
- Balance

Budget, \$194,149.26



Information/Discussion/Possible Action.

MCWDB FY22 1st Quarter Report



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MARICOPA COUNTY

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MCWDB QUARTERLY REPORT FY22

Program Year 2021
1st Quarter
July - September 2021

Table of Contents

3 Summary of Progress on Goals

4 Actions on MCWDB Roles

6 Maricopa County Local Area

9 MCWDB Policies

10 Anticipated Activities

11 Community Impact Story

Summary of Progress on Goals

During the 1st Quarter (July - September 2021), the Maricopa County Workforce Development Board (MCWDB) continued to clarify progress towards goals and closely monitor requirements to ensure compliance with the Workforce Innovation and Opportunity Act (WIOA) and the Department of Labor. The MCWDB, in partnership with the Chief Elected Official's liaison and the State of Arizona, has been successfully establishing procedures and timelines to ensure full compliance with WIOA and provide the best value-added services to the constituents of Maricopa County. During this quarter, the MCWDB is beginning to review policies and update other required documents which will lead to 2022 local board recertification. During the next quarter, MCWDB will turn its focus toward planning for the Local Area Plan mid-cycle review as well as preparing to embark on a new strategic planning process.

1

Create a High-Quality Workforce Development System

2

Build Brand Awareness of Workforce Development to Increase Utilization

3

Implement Regional Workforce Entity

4

Build a Self-Sustaining System of Workforce Development

5

Design and Utilize Performance-Based Metrics that Ensure Capacity Management and Improve System Outcome

Actions on MCWDB Required Roles

Strategic Functions



Continued monthly MCWDB budget financial reviews with Fiscal Agent to ensure open communication and proper management of MCWDB funds.



Continued meetings with City of Phoenix WDB Leadership and Pinal County to discuss regionalism and alignment wherever possible



Planning and development of new Memorandum of Understanding - Infrastructure Funding Agreement.



Preparation of new contract for Strategic Planning and Local Plan services.



Continued collaborated with all workforce development local area stakeholders to ensure compliance.

System Capacity Building



Engaged community stakeholders and key partners to actualize the Board's vision of creating a best in class workforce system.



Reviewed and addressed the goals and strategies for the 2022 MCWDB Strategic Plan.



Review of workforce development board national best practices and trends for areas of improvement.



Ongoing efforts to solicit and refer potential Board member candidates to the Board of Supervisors Liaison based on vacancies and needs of the MCWDB.

System Alignment & Effective Operations



Ongoing meetings with BOS Liaison, Administrative Entity and Career Service provider to ensure system and program oversight, alignment; and open and transparent communication.

One Stop Operator Quarter Progress

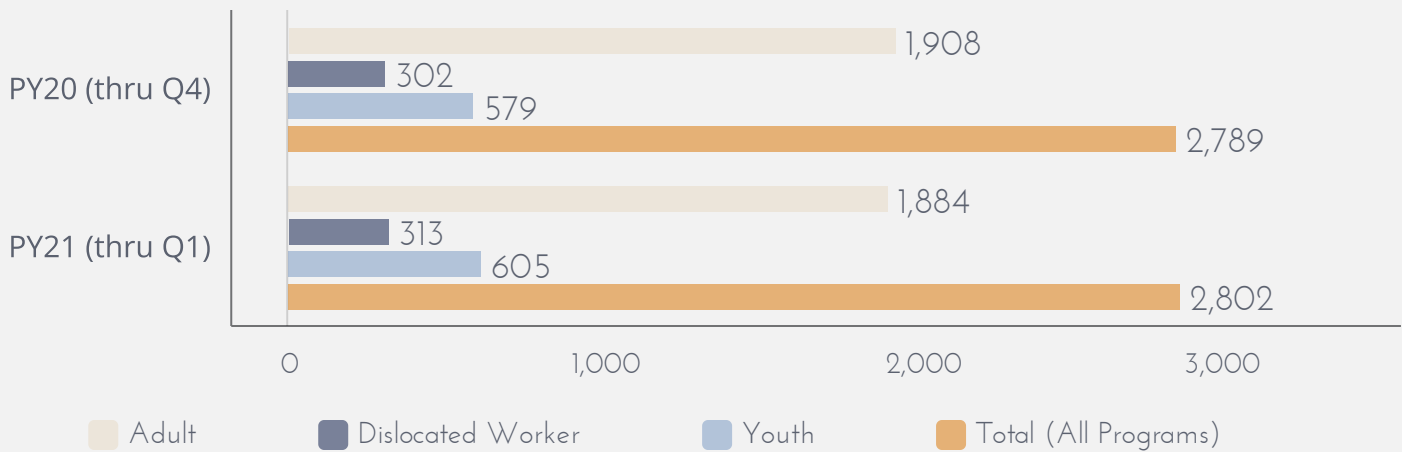
- Reviewed the Scope of Work and established timelines for project implementation.
- Presented to Title Partners on the customer referral system and provided technical assistance when requested.
- Implementation of co-enrollments into the customer referral system.
- Begin continuous improvement of program partner dashboards, referral systems and One Stop Centers.
- Ongoing virtual title partner meetings, communication improvement, identify barriers and areas of improvement.

Maricopa County Local Area

(July 1, 2021- September 30 , 2021)

WIOA Title 1B

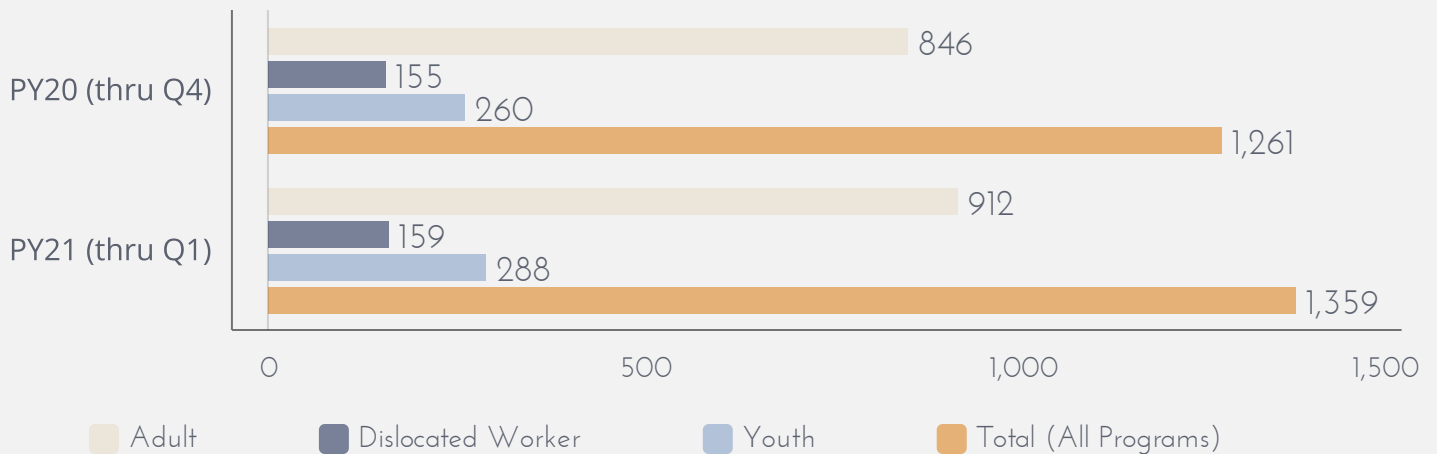
Program Participants



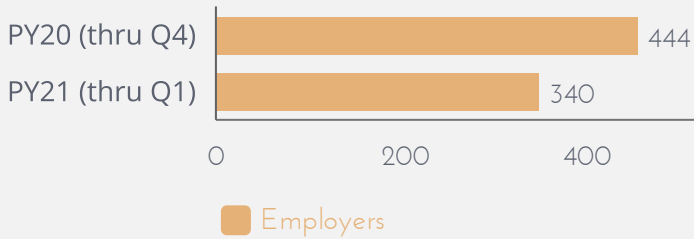
2,802
Participants
Served



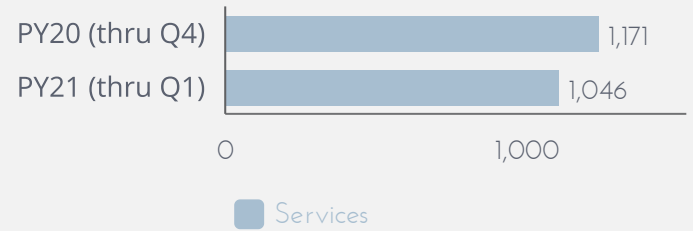
Training Service Participants



Employers Served



Employer Services



MARICOPA COUNTY WIOA TITLE I-B PERFORMANCE INDICATORS		PROGRAM YEAR 2021 (Q1)		
		ADULT PROGRAM	DISLOCATED WORKER PROGRAM	YOUTH PROGRAM
2nd Quarter Rate	Target	71.40%	77.00%	75.00%
	Actual	65.92%	67.50%	71.70%
4th Quarter Rate	Target	67.50%	71.30%	67.80%
	Actual	49.26%	75.00%	60.87%
Median Earnings	Target	\$7,158.00	\$8,795.00	\$4,500.00
	Actual	\$7,619.69	\$9,606.77	\$5,257.01
Credential Attainment	Target	74.80%	79.70%	59.00%
	Actual	78.00%	100.00%	80.00%
Measurable Skill Gains	Target	59.20%	50.00%	52.80%
	Actual	20.83%	15.45%	24.19%

KEY	EXCEEDS	MEETS (90% OF TARGET)	FAILS
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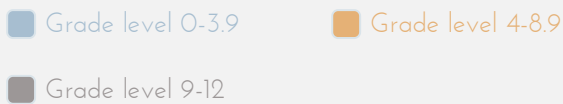
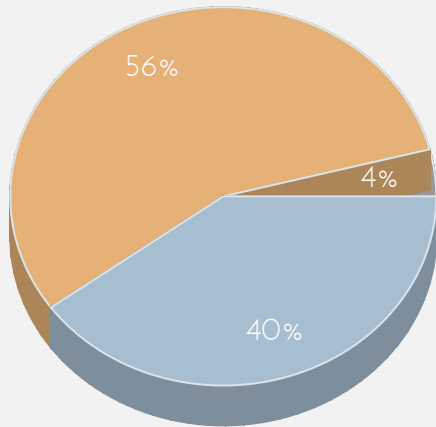
WIOA Title II

Total Number of Participants (Individuals with 12 or more hours of attendance)	1494
Number of Participants in Integrated Education & Training Program**	118
Number of Participants in Integrated English Literacy & Civics Education (Sec. 243 of WIOA)***	672
Total Number of Instruction Hours	51,414
Percentage of Progress Tested Participants with Measurable Skill Gain (Participants must attend 30-50 instructional hours prior to testing)	55%

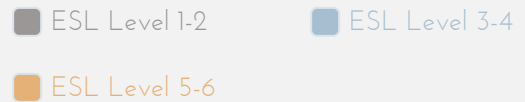
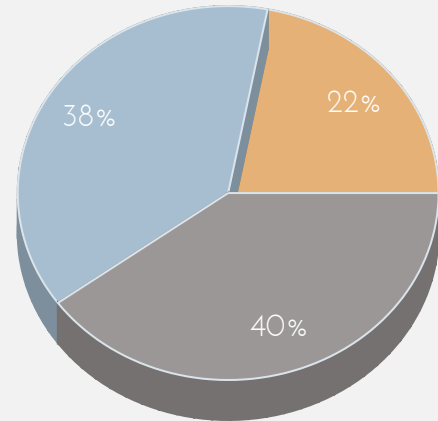
** IET provides adult education and literacy concurrently and contextually with workforce preparation activities and workforce training for a specific occupations or occupational cluster for educational and career advancement (§463.35)

*** IELCE provides education services to English language learners to enable them to achieve competency in the English language and acquire the basic advanced skills needed to function effectively as parents, workers and citizens of the United States.

ABE/ASE Participation by Level Maricopa County



ESL Participation by Level Maricopa County



WIOA Title III

Employment 2nd Quarter Exit	
Employment 4th Quarter Exit	
Median Earnings	

*Data not released at time of this report.

WIOA Title IV

Job Placement	
Clients Served	
VR Waitlist	
Exited with Employment	
Exited without Employment	
Average Hourly Wage	

*Data not released at time of this report.



MCWDB Policies

01. MCWDB Conflict of Interest Policy.

02. Work Based Training Services Policy.

03. Training Services Limits Policy.

04. Monitoring and Oversight Policy.



*No new policies approved this quarter.

Anticipated Activities

This Program Year, the MCWDB with support from their staff will focus on the development of their Strategic Plan, Outcome and Performance of the local area to ensure resources are being maximized, Regional and Collaborative Opportunities, and Innovation in Workforce Development. All while ensuring compliance of the WIOA and the 13 required functions of the MCWDB.

MCWDB Activities include, but are not limited to:





Community Impact Story

Job Seeker, Michelle M., was laid off from her job as a Dental Office Receptionist after working there for over 10 years. She is a single-parent of a school-aged son, and it is especially difficult for her to arrange childcare. Michelle reached out to a Business Services Representative (BSR), requesting assistance with job leads and employment resources. The BSR worked with her to update her resume, sent her new job leads every week and referred her to community resources and referrals to help her fill gaps. Michelle diligently attended Career Fairs and applied for jobs. She utilized resources to overcome difficulties with childcare. Happily, on September 13th, she shared that she secured a position working for Darby Dental with Customer Care! The position pays \$17.00 per hour. Benefits include Comprehensive Medical, Dental and Vision insurance, 401(k) Savings plan with company match, Life Insurance, generous PTO, and flexible hours.



Information/Discussion/Possible Action.

MCWDB FY23 Budget

MCWDB FY23 Budget Recommendation

WDB-FY23	FY22 BUDGET	RECOMMENDED FY23 BUDGET	JUSTIFICATION
TOTAL COSTS	847,476.62	822,900.54	
Fund - 222 Budget			
PERSONNEL			
REGULAR SALARIES	285,090.00	301,600.00	added 3.5% merit
TOTAL PERSONNEL	285,090.00	301,600.00	
FRINGE BENEFITS			
TAXES	21,809.00	23,072.40	
RETIREMENT	35,380.00	37,428.56	Based on FY22 12.41%, will change in FY23, rate will be released in Jan 2022
MEDICAL	54,528.00	54,528.00	Based on FY22 13,632 per EFT, will change in FY23, new medical rate will be released in Jan 2022
UNEMPLOYMENT & WORKERS' COMP	2,234.00	2,234.00	Based on FY21 FTE count for entire HSD, will change on July 1, 2022
TUITION REIMBURSEMENT	5,250.00	10,500.00	(2) Eligible FTEs (Increased 1 additional FTE in FY23)
TOTAL FRINGE BENEFITS	119,201.00	127,762.96	
INDIRECT COSTS			
INDIRECT COSTS	86,100.00	92,987.58	FY21 Provisional Rate 22.2%, will change July 1, 2022
TOTAL INDIRECT COSTS	86,100.00	92,987.58	
TRAVEL & TRAINING			
TRAVEL	24,000.00	30,000.00	Increased to accommodate more WDB members/staff attending the national conference
TOTAL TRAVEL & TRAINING	24,000.00	30,000.00	
SUPPLIES			
OFFICE SUPPLIES	4,500.00	4,500.00	
FOOD SUPPLIES	1,000.00	1,000.00	
NON-CAPITAL EQUIPMENT	20,500.00	5,000.00	FY 22 increased due to purchase of iPads for board meetings-reduced equipment needs in FY 23
POSTAGE	50.00	50.00	
TOTAL SUPPLIES	26,050.00	10,550.00	
CONTRACTUAL			
ONE STOP OPERATOR	197,035.62	200,000.00	Anticipated contract which will likely go out for RFP. One year extension to current contract a possibility
CONSULTANT	90,000.00	40,000.00	FY 22 increased due to need for strategic plan and local plan-reduced need in FY 23
TOTAL CONTRACTUAL	287,035.62	240,000.00	
OPERATING SERVICES			
ASSOCIATION/MEMBERSHIPS	8,000.00	8,000.00	
MARKETING	2,000.00	2,000.00	
LABOR MARKET	1,000.00	1,000.00	
PRINTING (COPIER)	6,000.00	6,000.00	
CELL PHONES	3,000.00	3,000.00	
TOTAL OPERATING SERVICES	20,000.00	20,000.00	
TOTAL COSTS	847,476.62	822,900.54	



Information/Discussion/Possible Action.

Title 1B: PY21 1st Quarter Report

July 2021 -
September 2021

1st Quarter Report



Title 1B: Workforce Development Division

Quarterly Operations Report
Program Year 2021

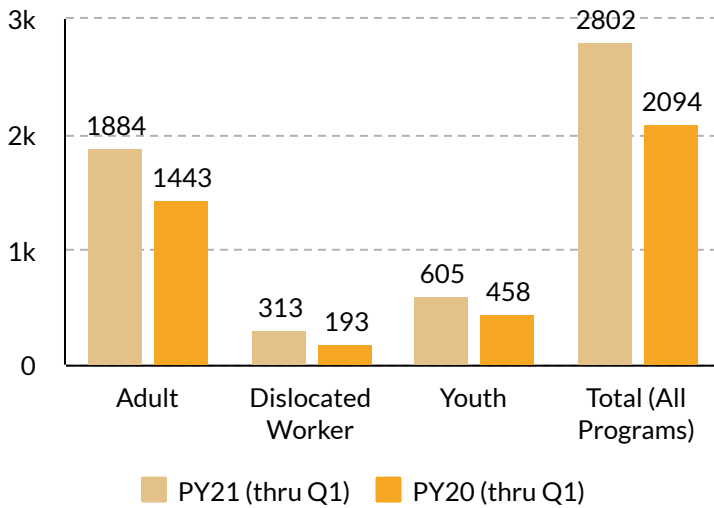
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MARICOPA COUNTY
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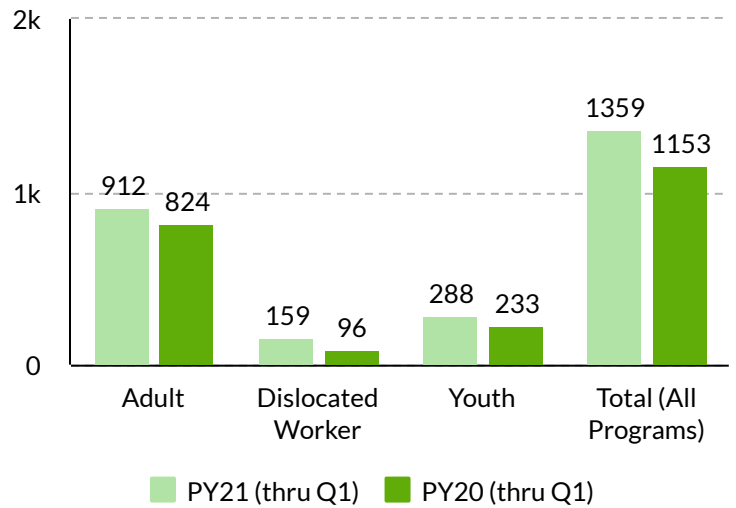
Quarterly Participation

Through the 1st Quarter, the Workforce Development Division served 2,802 participants across the three WIOA Programs. This represents a year-over-year increase of 34% from the same time frame of Program Year 2020. **By the same metric, Training Service participation increased by 18%.**

Program Participation

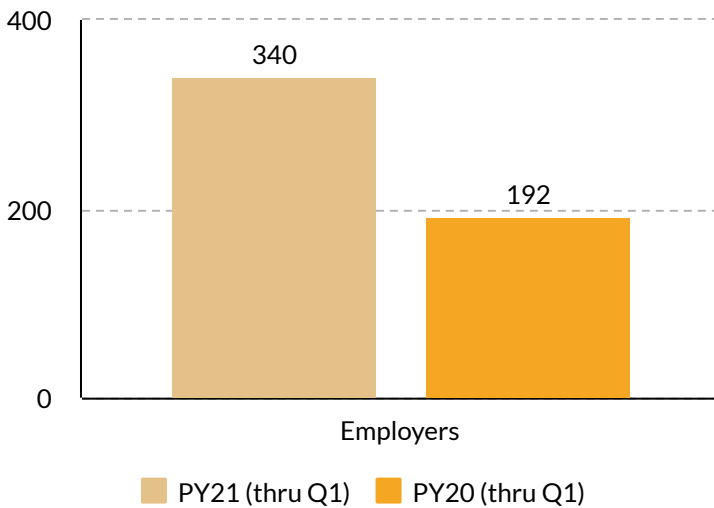


Training Service Participation

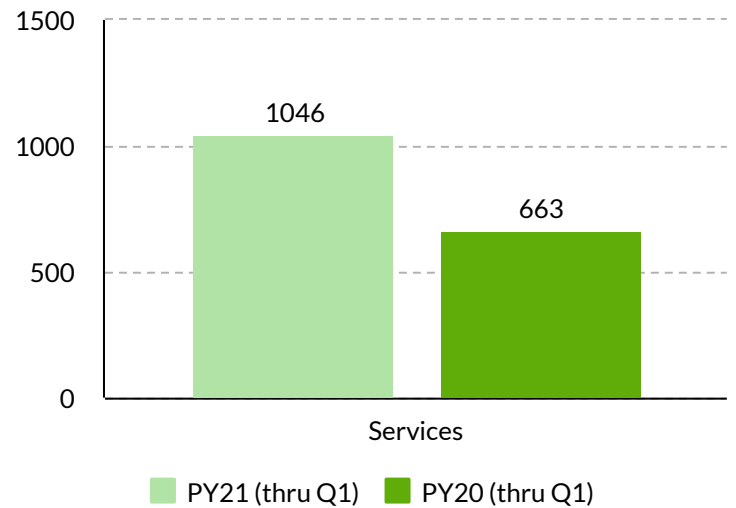


Through the 1st Quarter, the Business Services team served 340 employers, a year-over-year increase of 77%. **Total services delivered to employers increased by 58%.**

Employers Served



Employer Services



Highlights



77% increase in employers served



Served **2,802** participants (YTD thru Q1)

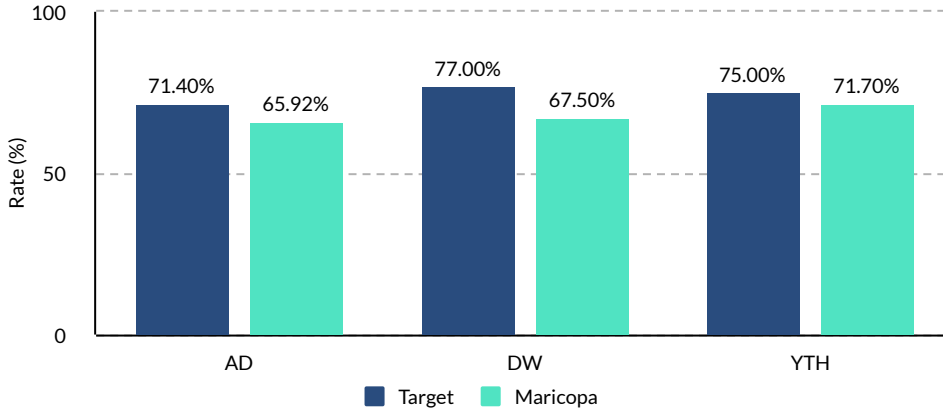


58% increase in services delivered to employers

WIOA Performance

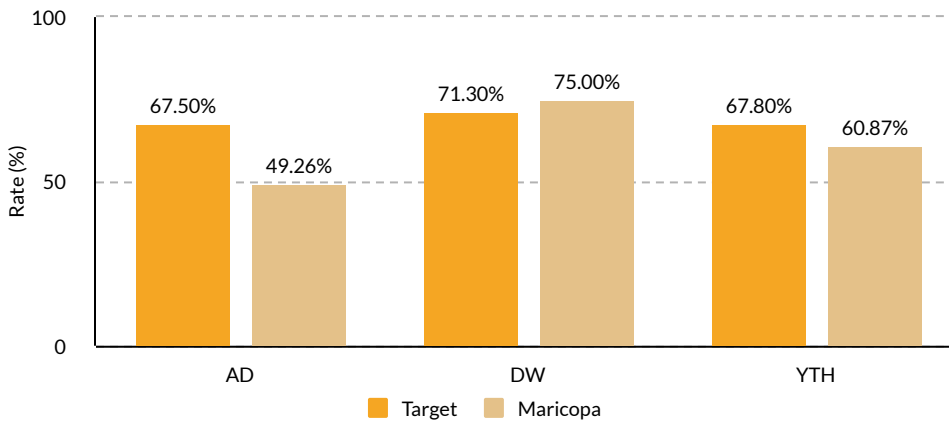
Through the 1st Quarter of PY21, Maricopa County is exceeding the negotiated performance levels in 7 of the 15 WIOA Performance Indicators across the all Programs. In an additional 2 measures, Maricopa County is meeting (within 90%) of the negotiated levels.

2nd Quarter Placement Rate



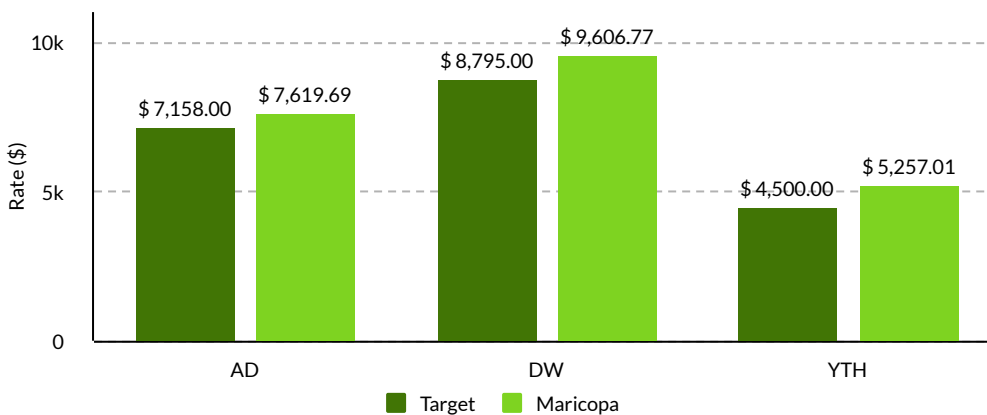
Employment Rate (2nd Quarter After Exit): The percentage of participants who are in unsubsidized employment (or education/training activities for Youth Program participants) during the second quarter after exit from the program

4th Quarter Placement Rate



Employment Rate (4th Quarter After Exit): The percentage of participants who are in unsubsidized employment (or education/training activities for Youth Program participants) during the fourth quarter after exit from the program

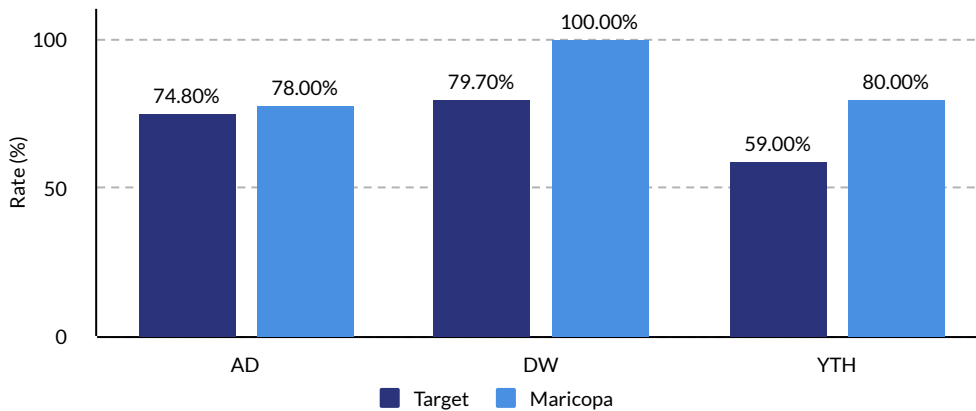
Median Earnings



Median Earnings (2nd Quarter After Exit): The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.

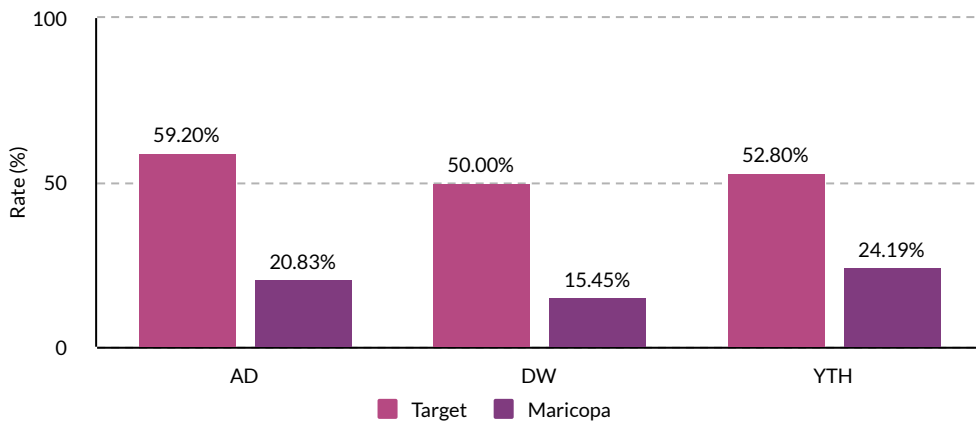
WIOA Performance

Credential Attainment Rate



Credential Attainment: The percentage of those participants enrolled in an education or training program who attain a recognized postsecondary credential or a secondary school diploma/equivalent, during participation in or within one year after program exit.

Measurable Skill Gains



Measurable Skill Gains: The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.

*Note: Measurable Skill Gains is a cumulative measure that has performance added to it throughout the year. As additional performance information comes in, this score will increase and the target should be met.

Highlights



Meeting or Exceeding
9 Measures



Increased Credential
Attainment Rate

Program Highlights

Adult and Dislocated Worker

- New IT Apprenticeship in partnership with Gateway Community College
- Established partnership with House of Refuge to provide career services to residents
- DES Resource Employment Development (RED) – Presenting Work Readiness Workshops
- Developed new Resume and Interview workshops specific to re-entry_

Business Services

- Multi-employer hiring event in Wickenburg resulting in 11 placements
- Tempe Workforce Development Coordinator (WDC) mock interview support results in job placement as a new partner with Phoenix Job Corps and new best practice
- Taiwan Semiconductor Manufacturing Company (TSMC) hiring event in West Valley

Youth Success Story

Riley V enrolled in the Youth Program as a 12th grader in high school and qualified due to his disability and low-income status. Riley was facing barriers to gaining employment and felt frustrated by the hiring process overall. Riley was very excited when he got the call from his Youth Career Advisor, Jessica Benenson, that his enrollment had been approved.

It was not long after his enrollment that the vendor Equus was able to locate a paid work experience for Riley in the early childhood industry, which was exactly where Riley wanted to be working. After several months of working at the early childhood center, Riley had gained valuable hands-on experience and skills.

During this time, Riley also successfully graduated from high school and the EVIT program! In May of 2021, Riley earned his high school diploma and a certificate of completion from EVIT in Early Childhood Education. Soon after he graduated high school, he called his Youth Career Advisor with the great news that he had accepted a full-time position at Sunrise Preschool as an Early Childhood Education Teacher Assistant.

Riley is now working in his dream job in early childhood education and taking classes at the local community college to earn his associate's degree in early childhood education so he can be a classroom teacher one day.

Contact Information

Matthew Smith, Management Analyst
matthew.smith@maricopa.gov



Information/Discussion/Possible Action.

Data Validation Audit Results



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Douglas A. Ducey
Governor

Michael Wisehart
Director

November 12, 2021

Steve Clark, Executive Director
Maricopa County LWDA
301 W. Jefferson St. 9th Floor
Phoenix, AZ 85003

RE: Data Validation Audit Results (PY19)

Dear Mr. Steve Clark,

The Division of Employment and Rehabilitation Services (DERS), Quality Assurance and Integrity Administration (QAIA) has completed the Data Validation Audit for the ARIZONA@WORK Maricopa County Local Workforce Development Area (LWDA) for the Workforce Innovation Opportunity Act (WIOA) Title IB Program for PY-2019.

Based on the audit conducted, the failed data elements have been corrected. With the receipt of this letter, please be advised that the audit is considered closed for PY19.

On behalf of the Quality Assurance and Integrity Administration (QAIA) WIOA Section, thank you for the cooperation and assistance provided by yourself and your staff during the review process.

If you have any questions, feel free to contact me directly at (480) 825-5981 or CrystalMoody@azdes.gov.

Sincerely,

Crystal Moody

Crystal Moody
WIOA Program Auditor
Quality Assurance & Integrity Administration

cc: Nancy Avina, MCWDB Management Analyst
Kennedy Riley, MCWDB Management Analyst
Deseret Romero, Workforce Development Board Liaison
Matt McGuire (LWDB) Chair
Stacey Anderson, Audit Manager (QAIA)
Melissa Pearl Moore, Audit Supervisor (QAIA)