

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

**Wednesday, May 6, 2020 – 9:00 a.m.**

**REMOTE MEETING**

WebEx: <https://mcwdb-1095-9b71.my.webex.com/meet/mcwdb>

Phone: +1-510-338-9438; Access Code/Meeting ID: 625 125 871

**Members Present:** Mark Lashinske (Ph.) Tom Jenkins (Ph.), Shawn Hutchinson (Ph.), Elizabeth (E) Cole (Ph.), Vanessa Andersen (Ph.)

**Members Absent:** N/A

**Call to Order**

Chairman, Mark Lashinske called the Executive Committee (EC) meeting to order at 9:04 p.m.

**Roll Call**

WDB Liaison, Nancy Avina, took roll. Quorum was present (5).

**Welcome, Introductions**

Chairman Lashinske, provided brief welcoming comments.

**Chairman Remarks**

No remarks made.

**Consent Agenda-ACTION**

Chairman, Lashinske asked for a motion to approve the consent agenda. Tom Jenkins made a motion to approve the consent agenda; Shawn Hutchinson seconded the motion.

Chairman, Lashinske asked for item A. Minutes of April 8, 2020 – Special Meeting, be taken out of the consent agenda for discussion. Chairman Lashinske asked for a motion to remove item A. from the consent agenda. Tom Jenkins made a motion; Shawn Hutchinson seconded the motion.

Chairman, Lashinske proceeded to ask for vote on consent agenda items B. MCWDB 2020-2021 Meeting Calendar and C. MCWDB Quarterly Report. Ayes: Mark Lashinske, Tom Jenkins, Shawn Hutchinson, Elizabeth E. Cole, Vanessa Andersen; Nays: None. Motion passed for items B and C.

Clarification was requested on the amount shown under WDB budget discussion (Pg. 2 of minutes) of \$1.8M and if a typo existed; and if correct amount in discussion was \$2.8M. WDB staff indicated they would go back and verify and would bring back minutes for approval at the next EC meeting.

**Executive Director Report**

Executive Director Patricia Wallace informed on the processing of One Stop Operator renewal, as well as work being done around the legal review of the shared governance agreement and bylaw documents. Ms. Wallace also informed on COVID-19 State guidance and DES policies issued and encouraged everyone to source the DES website for questions and/or guidance needed on COVID-19.

**501-c3 Structure Discussion**

Chairman Lashinske referred to two handouts in the materials regarding structure, one being the current structure and a business model overlaying the 501-c3. Discussion was held. A question was brought forth regarding if there was support from the Board of Supervisors, given that a change would need to be a cooperative effort. Chairman Lashinske, informed the data and understanding would need to be obtained to be able to present the conceptual idea to the Board of Supervisors and that a complete working model that would be presentable to the Board of Supervisors in a cooperative effort would need to be put together. Further, board members continue to do best practice research; the documents are just a first draft and the process could take a year to get done, data needs to be obtained first, then conceptual ideas would be

evaluated by the Executive Committee and Full Board and then would collaborate with the Board of Supervisors. A need for cooperative/collaborative effort was emphasized and discussed. Chairman informed that the goal was to ensure that the Committee agreed with the draft business model to be able to provide a copy of the document to the Chiefs of Staff.

### **Community Engagement and Partnering Discussion**

Chairman Lashinske, spoke on various collaboration and partnerships discussions and finding a way to have a community engagement and partnering system by incorporating all WIOA title partners and community partners, including virtual opportunities on how participants are served. Further, Chairman Lashinske informed of a group being put together comprised of the MCWDB members, Phoenix board members and the Maricopa Community College District board to start a discussion.

### **Title II Update on Waiver Expiring**

Youth Committee Chair and Title II Representative, Elizabeth E. Cole, wanted the Committee to be aware of 2 DES waivers set to expire at the end of June. She inquired on the status of the waivers and if they were still needed as well as, any additional waivers that may be needed based on COVID-19. Executive Director, Ms. Wallace provided background information on waiver discussions at the State level and informed WDB staff would touch base with Rachael Tashbook with DES who is leading efforts. Further, Ms. Wallace informed that in speaking with the service provider no specific waivers are currently needed. Clarifying questions were addressed regarding the 2 waivers and why they were put together; discussion was held.

### **One Stop Operator Update to the Executive Committee**

One Stop Operator representative, Gretchen Carraway informed on written report submitted for the One Stop Operator activity in April and provided a high level overview of what the written report covers.

### **Call to the Public**

Chairman, Lashinske called for public comment. No public comment made.

### **Adjournment-ACTION**

Chairman Lashinske, asked for a motion to adjourn the meeting at 9:34 a.m. Shawn Hutchinson made a motion; the motion was seconded by Vanessa Andersen.

Aye: Mark Lashinske, Shawn Hutchinson, Elizabeth E. Cole, Vanessa Andersen; Nay: None; Abstained/Did not respond: Tom Jenkins. The motion carried.

*\*For More Information Please Contact, MCWDB Staff: [mcwdb@maricopa.gov](mailto:mcwdb@maricopa.gov)*

Grant Funds / WIOA	2018/2019				2019/2020				2020/2021						
	Adult Dislocated worker Youth Rapid response Actuals				Adult	Dislocated worker	Youth	Rapid response	12/18/2019	6/1/2020	Adult	Dislocated worker	Youth	Rapid response	
Totals					Year to date 4-1-20				Budget	Budget					
Expenditures									\$16,627,952.00	\$23,000,000.00					
<b>Personnel /Staff/WDB</b>															
Salary					\$ -				\$219,928.14	\$ 219,928.14	\$ 560,505.50				
Benefits															
ERE									\$ 76,624.65	\$ 76,624.65	\$ 204,230.67				
Indirect									\$ 65,886.23	\$ 65,886.23	\$ 161,859.72				
ASRS Ltd.					\$ 369,145										
Others															
<b>Total</b>										\$ 362,439.02	\$ 926,595.89				
<b>Operations &amp; Supplies</b>					\$ 43,903	\$ 36,764.00	\$ (11,715.00)	\$ 15,898.00	\$ 2,956.00						
DK Advocates services					\$ 419,458					\$ 419,458	\$ 400,000.00				
Telephone					\$ 24,184				\$ 1,500.00	\$ 1,500.00	\$ 1,500.00				
Postage									\$ -	\$ -	\$ -				
Parking allocations					\$ 15,735										
Supplies & Printing									\$ 2,500.00	\$ 2,500.00	\$ 2,500.00				
Travel					\$ 2,871				\$ 24,000.00	\$ 24,000.00	\$ 24,000.00				
Professional Fees									\$ 20,650.00	\$ 20,650.00	\$ 10,550.00				
Equipment Costs															
Surveys, Planning & Projects					\$ 3,996				\$ 33,750.00	\$ 33,750.00	\$ 225,000.00				
Rent Expense											\$ 120,000.00				
Meeting Costs									\$ 1,000.00	\$ 1,000.00	\$ 1,000.00				
Fiscal Audit											\$ 100,000.00				
ACRO Services					\$ 459,683										
Adult/DW WEX smart justice					\$ 381,690						\$ 381,000.00				
Youth smart justice					\$ 2,223						\$ 5,000.00				
ACRO-Security guard, west valley					\$ 39,234						\$ 40,000.00				
east valley					\$ 36,535						\$ 40,000.00				
Others															
<b>Total</b>										\$ 83,400.00	\$ 884,550.00				
<b>One Stop Operator</b>									\$198,619.00	\$ 198,619.00	\$ 200,000.00				
<b>Career Service Provider / WDD</b>					\$ 4,702,787	\$2,773,143.00	\$ 491,192.00	\$1,085,311.00	\$ 353,141.00	\$16,627,952.00	\$ 3,876,058.91	\$4,424,419.00	\$ 4,413,950.40	\$4,846,949.00	\$2,942,633.60
Salary															
Benefits															
ERE					\$ 952,698										
Indirect															
ASRS Ltd.															
Others															
<b>Total</b>															
<b>Training provider</b>					\$ 5,937,042	\$3,392,426.00	\$ 41,662.00	\$2,435,798.00	\$ 67,156.00						
Phx. Truck Training					\$ 651,019					\$ -					
Southwest Truck Training					\$ 478,000					\$ -					
Phx. Electrical Apprenticeship					\$ 426,796					\$ 500,000.00					
American Barbering Academy					\$ 421,500										
DK Advocates					\$ 419,458					\$ 400,000.00					
Arbor Education & Training					\$ 401,133					\$ 400,000.00					
American Institute of Dental Assistant					\$ 349,890										
Latin Style Barbering school					\$ 156,910										
Az. Pipe Trades					\$ 148,520					\$ 150,000.00					
Vocational Training Institute					\$ 123,314					\$ 100,000.00					
<b>Total</b>										\$ 1,550,000.00					
<b>In demand occupations / 83 target</b>															
Manufacturing										\$ 2,200,000.00					
Construction										\$ 2,200,000.00					
Health care & social assistance										\$ 2,000,000.00					
Transportation & Warehousing										\$ 2,000,000.00					
Information										\$ 1,500,000.00					
Finance & Insurance										\$ 1,500,000.00					
Retail, Culinary, & Hospitality										\$ 1,500,000.00					
Other Business										\$ 1,000,000.00					
<b>Total</b>										\$13,900,000.00					

Capital \$ 47,374.00 \$ 38,373.00 \$ 947.00 \$ 7,580.00 \$ 474.00

Administration fees

\$ 1,662,795.20

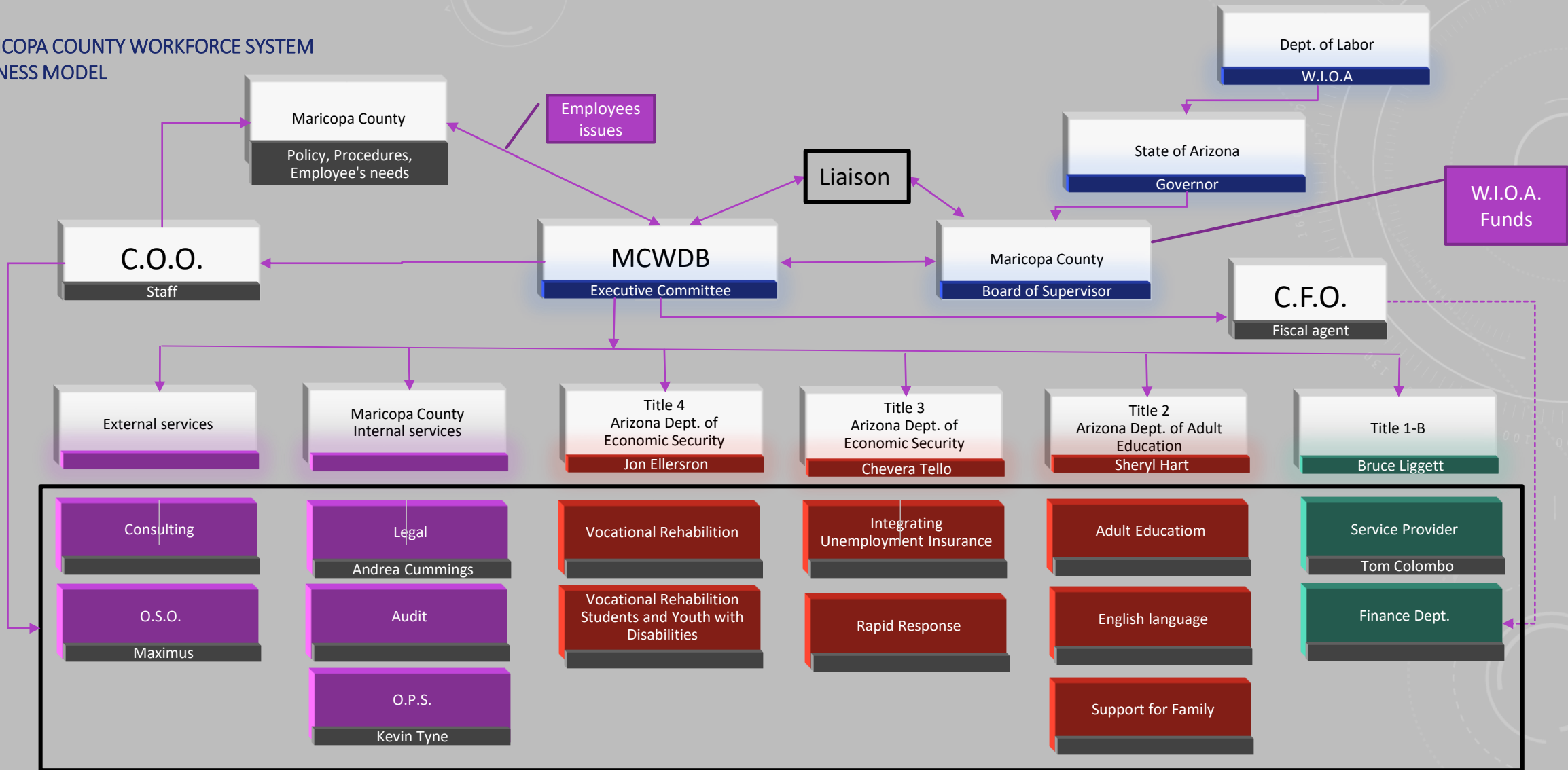
Totals \$6,240,706.00 \$ 522,086.00 \$3,544,587.00 \$ 423,727.00

Net expenditures

\$ 16,511,513.09

\$ -644,458.02 \$ -

MARICOPA COUNTY WORKFORCE SYSTEM  
BUSINESS MODEL





-305 EAST-

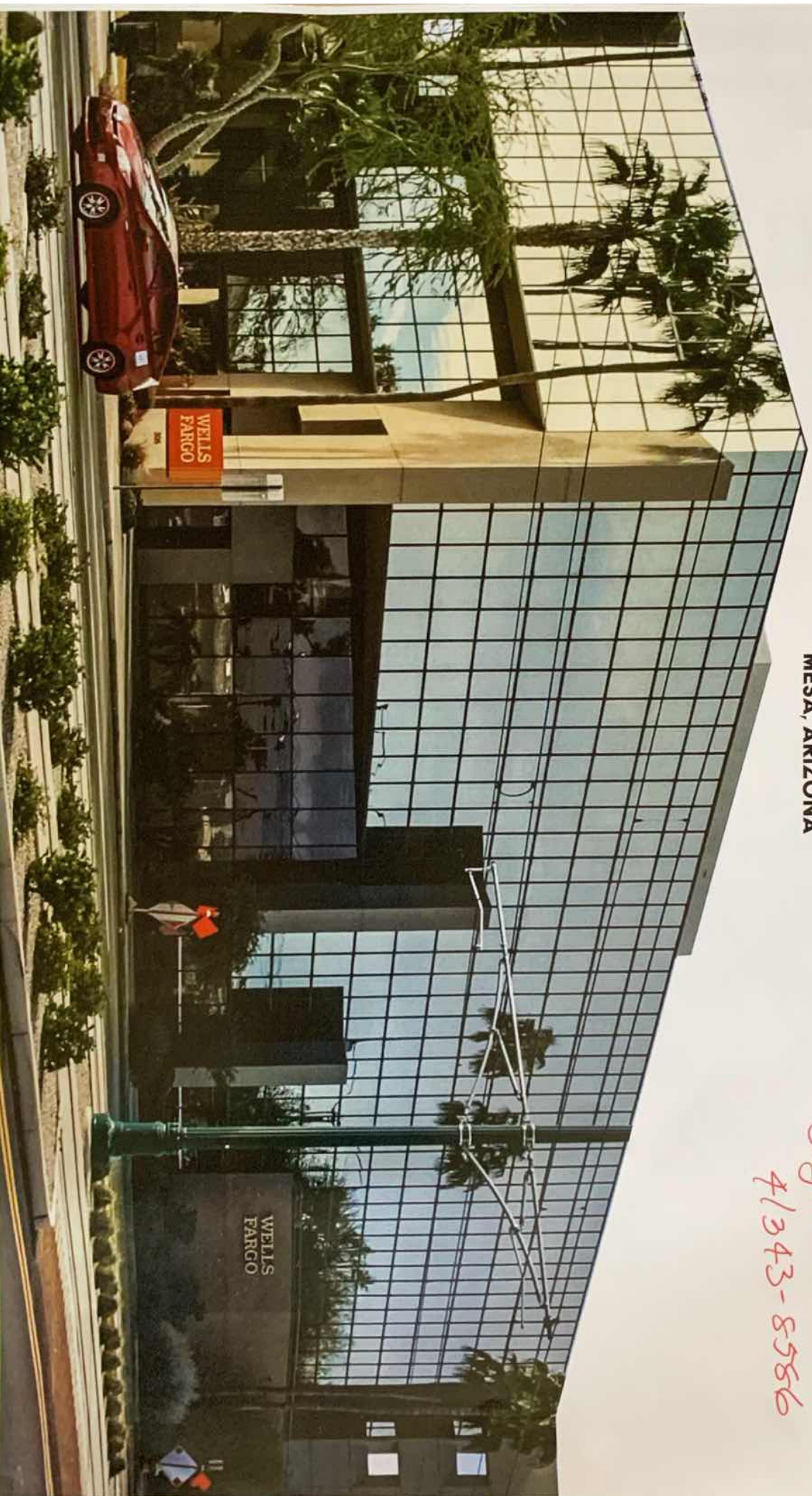
#24 FS.

MAIN STREET

MESA, ARIZONA

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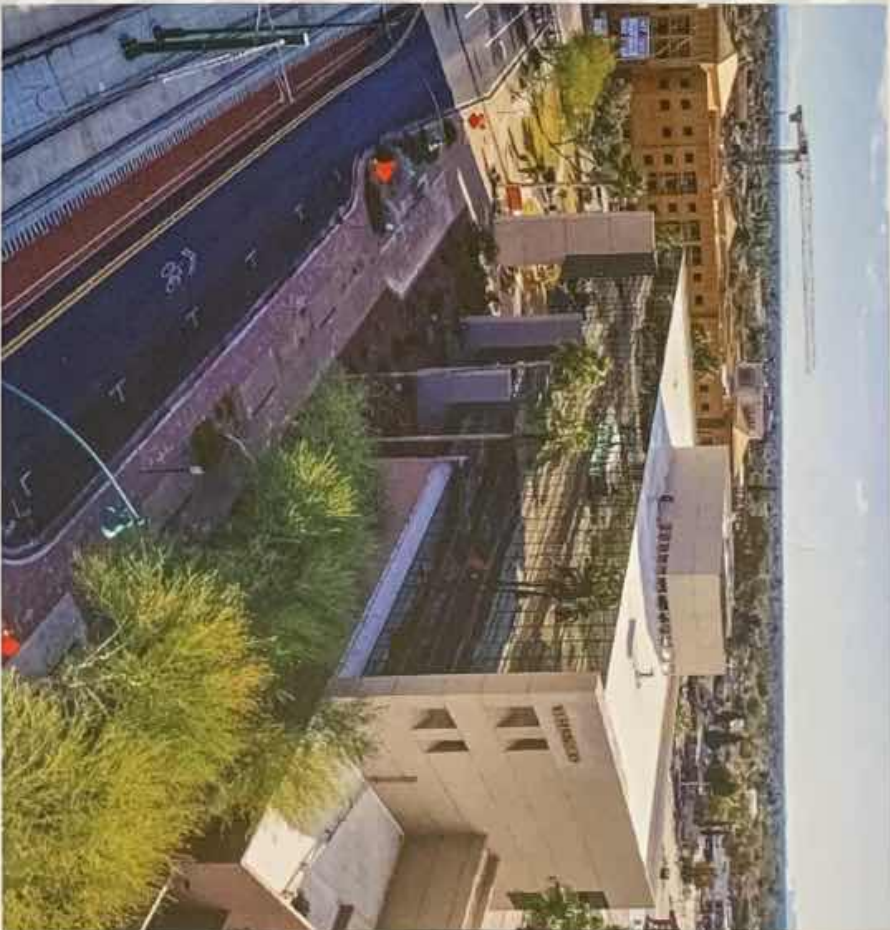


CBRE



# PROPERTY FEATURES

- a. Conveniently located, Easy Parking and Walkable
- b. ±50,018 SF Office Building on Light Rail
- c. Lease Rate - \$24.00/SF Full Service
- d. Availabilities:
  - i. 2nd Floor - ±11,623 SF
  - ii. 3rd Floor - ±1,500 SF - ±13,075 SF
  - iii. 4th Floor - ±13,595 SF
- e. Over \$400 Million in Area Investments and include \$40M Residential, \$50MM Hotel/Residential, \$75MM Phase 1 ASU-Mesa, \$20MM Res/Gallery Artspace Lofts, \$200MM Mixed Use in Temple District and \$8MM in Pioneer Park Upgrades



1ST FLOOR

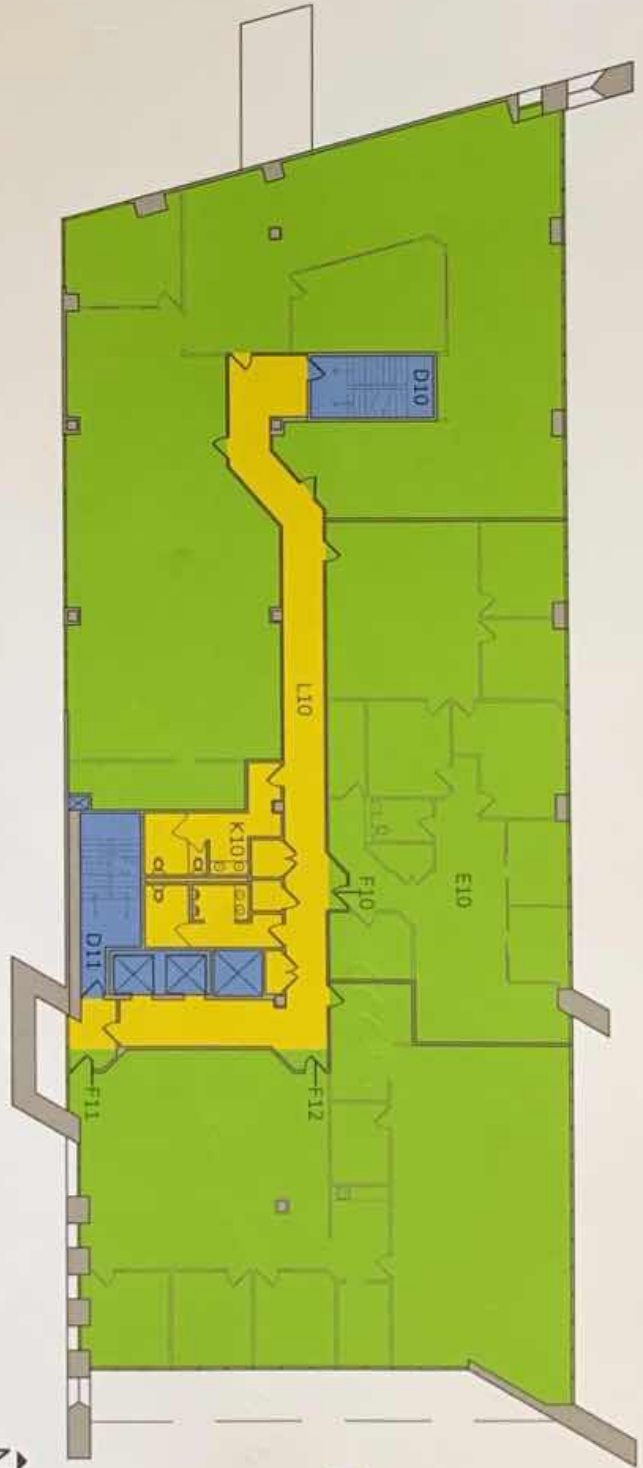


2ND FLOOR





3RD FLOOR



13,075 SF

4TH FLOOR



13,545 SF

SITE PLAN NOT TO SCALE

With dynamic recreational, educational and business opportunities, Mesa enjoys the best in a variety of amenities including parks within easy walking distance from home, a variety of sports facilities that cater to athletes of all ages, highly rated golf courses for every skill level, a diversity of special events and community festivals, and Mesa's ever-popular Chicago Cubs and Oakland As Spring Training baseball.

Downtown Mesa is an innovative, art-centered, quality-focused, eclectic blend of old and new. Alive with options day and night, the city is



connected to local and regional residents and visitors, and offers a variety of active and safe gathering spaces. It is the location of choice to live, work and relax. Today, there are many elements that create a catalyst for change. These include the extension of light rail, the Mesa Arts Center, Benedictine University, ASU Film School and demographic and economic changes that support an increase in mixed-use, urban living. This will capture themomentum of change and revitalize Main Street.





# MAJOR EMPLOYERS

Company	Mesa-Based Employees
Banner Health	8,321*
Mesa Public Schools	8,184
City of Mesa	4,492
The Boeing Company	4,336
DriveTime Automotive Group Inc	1,422
24-7 Intouch	1,400
AT&T	1,276
Maricopa County	1,054
Santander Consumer USA	900
Dexcom	850
Steward Health Care	820
Maricopa County Community College District	775
Empire Southwest LLC	756
State of Arizona	670
United States Postal Service	621
SRP	609
MD Helicopters	600
ZF Group	550
Nammo Talley Inc	523
Arizona State University	428
Able Aerospace Services Inc.	419
Allegiant Healthcare	382
Verra Mobility	366
United States Department of the Army	363
MDS Communications Corp	350
Norwegian Cruise Line Holdings Ltd.	348
Crescent Crown Distributing	325
Special Devices Inc	321
Esurance	310
Strongfield Trimco Inc	250
United Parcel Service Inc	250
Fujifilm	217
Community Bridges Inc	216
CMC Steel Arizona	200
Dalcel Corporation	176

Sources: MAG Employer Database (2018 Update), reports from companies  
 Major Employers List is comprised of non-retail establishments  
 \*Number includes full-time employees and physicians on medical staff.

## ABUNDANT, AFFORDABLE, HIGH-QUALITY WORKFORCE

Leading employers like Boeing and Banner Medical Centers benefit from Mesa's well-educated workforce, more than 36.2% of which have an Associate's degree or higher. From January 2008 to May 2018, the labor force in the Phoenix-Mesa MSA has increased by 15% and currently has more than 2,400,000 workers.

Source: ESRI Community Analyst, 2019; US Bureau of Labor Statistics, 2019

As a right to work state, Arizona has one of the lowest unionization rates in the nation. Additionally, Arizona employers, on average, pay the **13th lowest** unemployment insurance premium taxes. Whether focused on high-tech jobs, administrative operations, or customer service, Mesa and the Greater Phoenix area can meet all of your labor force needs.

### 2019 EDUCATIONAL ATTAINMENT (Highest Level Completed)

	Mesa	Phx-Mesa metro
High School	21.9%	19.6%
Some College	26.5%	24.2%
Associates Degree or Higher	36.2%	40.4%

Source: ESRI Community Analyst, 2019

### 2019 EMPLOYMENT & LABOR FORCE

	Mesa	Phx-Mesa metro
Labor Force	263,910	2,514,255
Employment	251,441	2,392,982
Unemployment	4.7%	4.8%

Source: US Bureau of Labor Statistics, July 2019 Note: Not seasonally adjusted



With a population of more than 511,000, Mesa, Arizona is the 35th largest city in the United States and second largest in the Phoenix-Mesa metro area and is larger than Miami, Minneapolis, Atlanta and St. Louis. Mesa encompasses 138 square miles (357 square kilometers) inside a 21-city region that has a population of 4.9 million people, and is projected to grow to 5.3 million by 2024.

**POPULATION**

2019 Estimate	511,334
2024 Projection	548,809
Growth 2010-2024	24.8%

**HOUSEHOLDS**

2019 Estimate	190,175
2024 Projection	203,285

**POPULATION BY AGE**

14 and under	20.5%
15 to 24	12.7%
25 to 44	27.3%
45 to 64	22.1%
65 +	17.3%
Median Age	36.3

**POPULATION BY RACE**

White	73.6%
Black or African American	4.2%
American Indian	2.6%
Asian	2.4%
Pacific Islander	0.4%
Other Race	12.7%
Two or More Races	4.1%

**POPULATION BY ETHNICITY**

Non-Hispanic	70.6%
Hispanic	29.4%

**EDUCATIONAL ATTAINMENT  
(Highest Level completed)**

High School Graduate	21.9%
Some College	26.5%
Associates Degree or Higher	36.2%

**HOUSEHOLD INCOME**

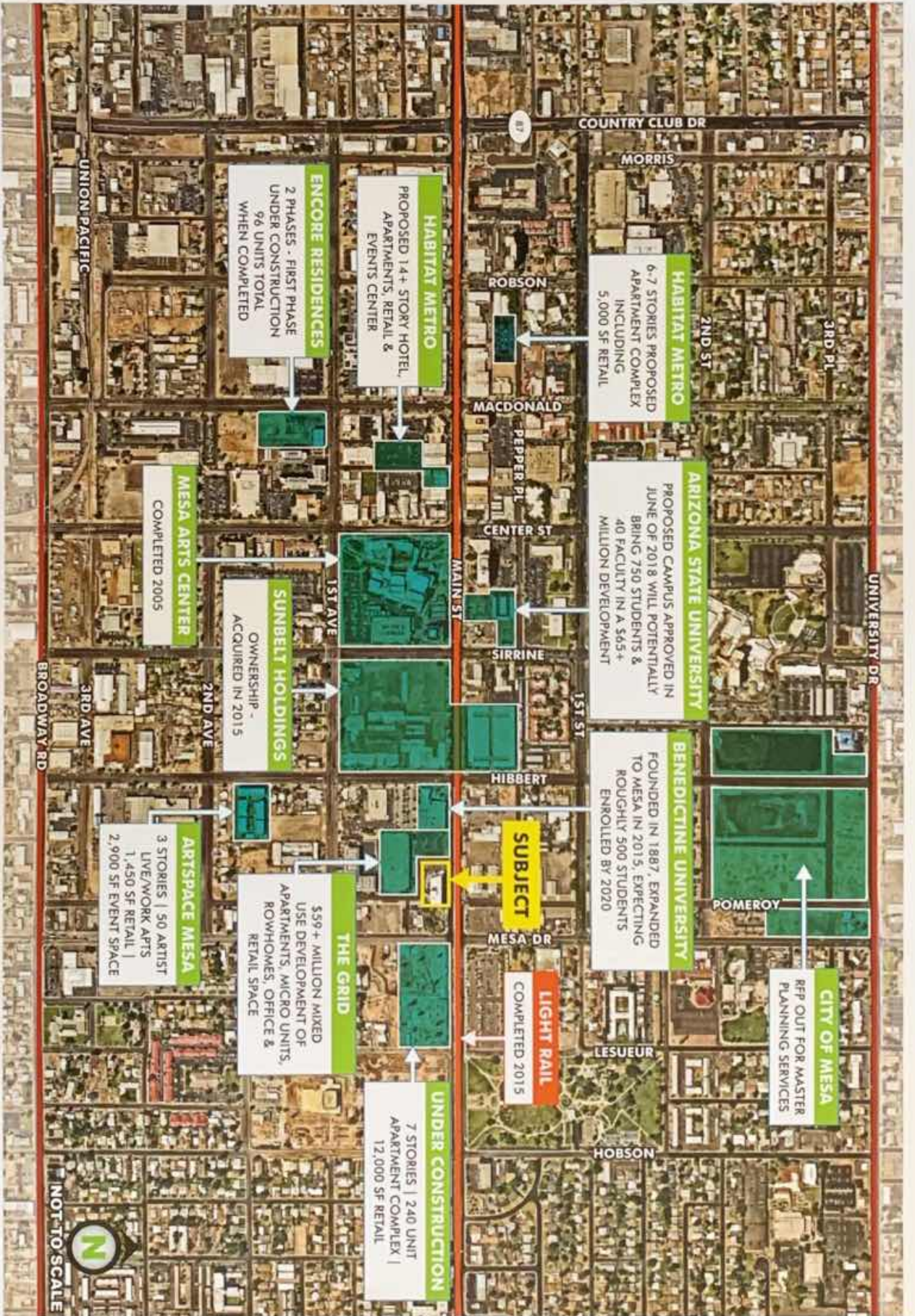
Median	\$56,835
Average	\$77,448

Source: ESRI Community Analyst 2019





# DOWNTOWN MESA OPPORUNTII ZONE



## CONTACTS:

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## MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD

### Consent Agenda Committee and Workgroup Report

**Chairs and Leads, Email your report to: [mcwdb@maricopa.gov](mailto:mcwdb@maricopa.gov) at least 2 weeks prior to the next committee/board meeting.**

**Report Type: Other**

**Reporting Period: 05-01-2020 – 05-29-2020**

**Provide a brief summary, including highlights:**

Since the last One-Stop Operator's report out to the MCWDB Executive Committee for April 2020, the following actions were achieved (see "Describe Actions Taken" section for more detail).

**Describe actions taken:**

#### **FACILITATE INTEGRATED SERVICE DELIVERY (ISD) KEY DELIVERABLES & ACHIEVEMENT**

##### **05.08.2020 Collaboration Group's Bi-Monthly Session**

- INFORMED PROGRAM PARTNER'S OF THE FOLLOWING UPDATES:
  - o Requested Program Partner's to fill out the electronic New User form for PartnerLink on the new virtual collaboration site.
  - o Announced the new name of the virtual collaboration sites is now PartnerLink per results of the opinion poll completed by Program Partners.
- INFORMED PROGRAM PARTNER'S ABOUT THE NEW STANDING AGENDA ITEM FOR THE COLLABORATION GROUP'S BI MONTHLY SESSION CALLED PARTNER SPOTLIGHT:
  - o The purpose of this agenda item is to increase Program Partner engagement in a virtually setting, opportunity to provide immediate updates impacting their program or customer, and more.
- INFORMED PROGRAM PARTNERS ABOUT SIGN-UP SHEET TO SCHEDULE A ONE-ON-ONE REVIEW WITH THE ONE-STOP OPERATOR:
  - o The purpose of this review is to go-over Program Partner's program information page, customer referral request dash page and the Program Partner's customer referral request form. Also, to cover logistics on how the customer referral requests sent to Program Partner's program are going to be managed.
  - o Still waiting to hear back from TITLE III and TITLE IV Program Partners and asked to hold on scheduling time with TITLE II Program Partners until mid-June after the Adult Education Program's final selection of Providers per RFP announcements go out.
- FACILITATED GROUP DISCUSSION AROUND THE FOLLOWING:
  - o How has COVID-19 impacted your program's approach to serving and providing services to customers & employers long-term?
  - o Please share with the group a moment of success with customers, employers, or with you adjusting to the "new



norm”?

- DISCUSSED AND REVIEWED THE FOLLOWING ITEMS RELATING TO CO-ENROLLMENT THE NEXT INTEGRATED DELIVERY SYSTEM (ISD) TO DEVELOP IN COLLABORATION WITH THE CORE WIOA PROGRAM PARTNER’S:
  - o Confirmed no current co-enrollment policy or process is available or in development with the exception of the federally regulated co-enrollment requirement.
  - o Defined and reviewed the benefits of co-enrollment.
  - o Approach to developing an ISD plan to co-enrollment by designing a joint action plan, define what works for our local workforce area by evaluating a strategic or voluntary approach and seek out approval and support from leaders and stakeholders.

#### **05.21.2020 Collaboration Group’s Bi-Monthly Session**

- REQUESTED PROGRAM PARTNER’S TO SHARE FEEDBACK ON THE FOLLOWING:
  - o Upcoming events, news, opportunities, updates, etc.
  - o The Return Stronger Upskilling Campaign and impact to your program
- INFORMED PROGRAM PARTNERS OF DECISION AND REASONS WE ARE MOVING THE CUSTOMER REFERRAL REQUEST PILOT TO A TRIAL PLAN:
  - o The effects of the lockdown and efforts to restart the economy are slowly becoming apparent, although still mostly unknown. COVID-19 required an immediate response from workforce professionals and beyond. All while Program Partners are still assessing strategies to implement safety measures for staff returning to the workplace and how to serve the needs of their customers safely including:
    - Assessing strategies on how to conduct services virtually and with minimal to no-contact with a person, including how to manage day-to-day operations as well. With no clarity if social distancing is going to be required short, mid, long term or indefinitely.
    - Currently there are Program Partners not running at full capacity while other Program Partners are experiencing an increased demand for their program’s services and support.
    - The prompt and immediate launch of the Return Stronger Upskilling Campaign, which currently is a guess on the resources and capacity needed to support this initiative.
    - Our current workforce system is dealing with a variety of unknowns that running a comprehensive and successful Pilot at this time is not realistic.
    - Ensure the Customer Referral System and the Program Partners efforts remain relevant while we observe and assess if the current system designed today is adaptable to the sudden change in serving customers and interacting with Partners.
    - Emphasized that we are not cancelling or even postponing the implementation of the Customer Referral System this program year. Just a slight delay to run a trail with the current Program Partners involved in the design to again assess if this system will work today as it, or if another system design needs consideration.
- REVIEWED WHY TRIAL VS PILOT PLAN:
  - o The purpose of a Trial provides flexibility by allowing us to evaluate how the Customer Referral Request system will work in a complete virtual and no-contact environment. The system that stands today was designed for in-person contact with customer. A trial enables the OSO team to test logistics, communications, stakeholder management plans and the effectiveness of any rollout tools (Google Sites, Forms and Sheets) and training and skills to be ironed out before the main rollout begins.

- The purpose of a Pilot is to prove the viability of a project or idea. Enables organizations to manage the risk of a new idea and identify any deficiencies before substantial resources are dedicated. A Pilot also reduces the risk of rolling out a flawed process, procedure or other solution component to a broad multi project environment. During a Pilot the usability of the solution component is evaluated in a near real-world project setting and confirms viability and scalability.
- PLAN TO RUN TRIAL FOR CUSTOMER REFERRAL REQUEST JUNE 1<sup>ST</sup>. 2020.
- CO-ENROLLMENT ISD APPROACH:
  - Reviewed the primary tool and resources needed to design and develop an ISD approach to co-enrollment is collaboration from various entities such as Program Partners, Leaders, Stakeholders and beyond to agree on policy and process for example:
    - Reviewed California approach to co-enrollment which in February of 2020 had implemented their local workforce system's co-enrollment approach at the state level and by enacting legislation.
    - Reviewed the results of the following cohort:
      - ▶ Sponsored by US DOL ETA, in collaboration with federal partners US Dept of ED OCTAE and RSA
      - ▶ The purpose was in response to request for technical assistance by the states around co-enrollment, which is required under WIOA.
      - ▶ Cohort was conducted from March to May 2018
      - ▶ Co-enrollment cohort program partner participants: WIOA Titles I, II, III & IV, plus two additional WIOA partner programs from seven state teams: California, District of Columbia, Kentucky, Massachusetts, Missouri, New Jersey and Pennsylvania
- Assessed the following:
  - Based on your WIOA programs services, including the other required WIOA programs, where do you see co-enrolling customers most beneficial?

#### **COLLABORATION EFFORTS KEY DELIVERABLES & ACHIEVEMENTS**

- Met w/City of Phoenix OSO to discuss their progress on the City's Referral System and identify how we can align both systems starting with Program Partners we share and eventually identify a process for City and County workforce staff to refer customers to each other.
- Attended Phoenix Business and Workforce Development Board Meeting
- Introduction Meeting w/ TITLE- I-B Adult and Dislocated Worker Program Manager

#### **TRAINING & TECHNICAL ASSISTANCE KEY DELIVERABLES & ACHIEVEMENTS**

- Eligible training provider list (ETPL) Cleanup: Check Up Meeting w/Maricopa Community College Partners
- PartnerLink Program Partner Virtual Site Review w/OSO TITLE I-B Partners Adult, Dislocated Worker & Youth Programs
- PartnerLink Program Partner Virtual Site Review w/OSO – TITLE I-B Training
- Customer Referral Request Virtual Dashboards, Database, and Forms Overview TITLE I-B Resource Navigators, individuals who will be managing the Customer Referral Requests for TITLE I-B programs.
- Forwarded update to Program Partners from U.S. DOL's ETA'S COVID-19 FAQs Updates (Impacting WIOA Grant, Waivers, Programs, Etc.)

#### **INNOVATIVE TECHNOLOGY KEY DELIVERABLES & ACHIEVEMENTS**

- Customer Referral Request Virtual Dashboards, Database, and Forms Overview TITLE I-B Resource Navigators individuals who will be managing the Customer Referral Requests for TITLE I-B programs.

- Creating a new page on the MCWDB Program Performance Dash to showcase the WIOA Program Partners success stories.
- Forwarded to Program Partners links to new features recently updated on PartnerLink's Virtual Resources & Tools Dash and the COVID-19 Resource Dash.

#### **LIAISON TO MCWDB/OSO REQUIREMENTS KEY DELIVERABLES & ACHIEVEMENTS**

- Per board member request, identified current Entrepreneurship Programs currently on the eligible training provider list (ETPL).
- Researched two years of data pertaining to the core WIOA program's primary indicators of performance for local areas in AZ, MA, TN and IL for board member review.
- Attended monthly MCWDB Executive Committee, Full Board, and Youth Committee sessions.
- Created and sent a calendar reminder to WIOA leaders regarding Q3 data and customer success stories due date. Information collected will be used to update the Program dash board.

#### **Describe upcoming actions and/or activities:**

Goals and deliverables planned for the remainder of the program year are to continue to assess how service delivery and the customer experience are to be best managed in an all-virtual world, to address gaps or needs that improve or enhance service delivery and the customer experience. Provide training on the completed Customer Referral Request platform and assess how Partners will use this system now that virtual is the new method of conducting business. Assess how quickly a joint approach to a co-enrollment policy or agreement can be completed and approved as co-enrollment between Partners programs to support customers' re-entry into the new world of workforce due to COVID-19. Continue efforts to collaborate with City of Phoenix in developing compatible referral systems.

\*Remember to attach this document to your email. Submit questions to staff via email at: [mcwdb@maricopa.gov](mailto:mcwdb@maricopa.gov)