

NOTICE AND AGENDA OF MEETING OF THE MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD

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

Thursday, January 21, 2021 – 9:30 a.m.

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

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

The Maricopa County Workforce Development Board may vote to go into executive session, which will not be open to the public, to discuss certain matters including, for the purpose of obtaining legal advice from the Board's attorney on any matter listed on the agenda pursuant A.R.S. 38-431.03(A)(3).

The Agenda for the special 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. Workforce Impact Statement.

5. Consent Agenda.

Possible action.

The board 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 Board asks to remove the item from the consent agenda.

- Meeting Minutes: November 19,2020*
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6. Apprenticeship Programs Presentation.

Presentation and Q/A.

The board will hear a presentation from the Workforce Development Division on the impact of apprenticeships and the idea of the future expansion of apprenticeships.

7. Chairman Report.

Interim Chairman, Matt McGuire will provide the Board a summary of events in and related to the MCWDB since the last meeting, including on:

- Welcome MCWDB Executive Director
 - Status of 2018 and 2020 Re-Certification
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8. Executive Director Report.

Executive Director, Steve Clark will provide the Board a summary of events in and related to the MCWDB since the last meeting, including on:

- Introduction/Vision
 - Monthly Updates
 - December meeting follow up
 - Training Limits Policy update*
 - MCWDB Staffing plans/timeline
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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.

9. Workforce Development Division Report.

Workforce Development Division Assistant Director, Tom Colombo will provide the Board a Service Provider update.

10. Fiscal Report.*

WIOA Fiscal Agent, Nicole Forbes will provide the Board a WIOA financial update since the last meeting.

11. One Stop Operator Report.

One Stop Operator Representative, Gretchen Carraway will provide the Board an Operator update.

12. Call to the Public.

13. Adjourn.

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Youth Success Story

Daniela

Daniella is a 20-year old female whose barriers to education and employment include having both physical and learning disabilities, being low income and an English language learner. Daniela sought assistance from ARIZONA@WORK after reporting that she found other programs were challenging to work with. She was feeling discouraged about the lack of resources and guidance available to her to create an independent future for herself. With Daniela's agreement, an appointment was scheduled with a Vocational Rehabilitation Transition Specialist to meet with Daniela, her mother and her career advisor Nancy. The purpose of the meeting was to support Daniela in having a voice regarding needed services and to maximize future prospects. The meeting was so successful, it has become an ongoing conversation with Daniela's assigned case manager from Vocational Rehabilitation in order to support her goals.

Prior to being placed in a Work Experience externship in a Physician's office, Daniela completed financial literacy training and learned about labor market information. The information she learned further confirmed her desire to work in the medical field. Daniela began Nursing Assistant classes at Accord Healthcare Institute. This training provider expressed an interest in assisting Daniela by anticipating and addressing barriers that she might have in successfully completing her education. Daniela successfully completed the educational component of the Nursing Assistant program but was unable to complete the clinical component due to lack of confidence when being observed. Eventually, Daniela decided to forego the Nursing Assistant Certification and we were able to work with her to transfer her credits to receive a Certificate of Completion for a Caregiver Training Program, which did not require the clinical skills observation.

Daniella has been participating in Comprehensive Guidance and Counseling, as well as Adult Mentoring and continues to improve her communication and self-advocacy skills. She reports that she has always wanted personal counseling and finds it to be a tremendous support. She is starting to see the personal strengths that she can bring to the workforce and expresses herself in a much more confident manner. Daniela reports that she sees opportunities in her future that she could have only dreamed about before.

Daniella has expressed her appreciation for all of the support that she has received from ARIZONA@WORK, including extensive assistance from Business Services Representative, Verily Keenan, and Trainer Eboni Farmer. Daniela's confidence is growing daily, and she is planning to apply to Estrella Mountain Community College to pursue a nursing degree. Daniela said she wishes all of her friends with disabilities could have the same assistance that she has had at ARIZONA@WORK.

MINUTES OF PUBLIC MEETING OF THE MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD

Thursday, December 17, 2020 – 9:30 a.m.

GoToMeeting: <https://www.gotomeet.me/MaricopaCountyWDB>
Phone: +1 (872) 240-3212; Access Code/Meeting ID: 167-097-701

Members Present: Bonnie Schirato (Ph.), Brent Downs (Ph.), Christine Colon (Ph.), Christopher Tafoya (Ph.), Collin Stewart (Ph.), Elizabeth E. Cole (Ph.), Erik Cole (Ph.), Gregg Ghelfi (Ph.), Loren Granger (Ph.), Marcia Veidmark (Ph.), Matthew McGuire (Ph.), Shawn Hutchinson (Ph), Stan Chavira (Ph.), Tina Drews (Ph.), Vanessa Andersen (Ph.)

Members Absent: Mark Wagner

Call to Order.

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

Roll Call.

Board Liaison, Nancy Avina took roll. Quorum was present.

Welcome and Opening Remarks.

Interim Chairman McGuire welcomed attendees to the meeting and provided a few open meeting reminders. He provided brief holiday season remarks as well as, remarks on a new agenda item “workforce impact statement”. Chairman McGuire reviewed the board’s vision, values and goals.

Workforce Impact Statement.

Board Member, Marcia Veidmark read a workforce impact statement on David, a veteran whom participated in the ARIZONA@WORK MC Smart Justice program, received the WIOA training grant and successfully obtained employment. Ms. Veidmark provided brief remarks on how the success story ties with SSC Underground experiences.

Consent Agenda.

Interim Chairman, McGuire, asked for a motion to approve items on the consent agenda. Christopher Tafoya made a motion; Tina Drews seconded the motion. Roll call vote held:

In favor: Bonnie Schirato, Brent Downs, Christine Colon, Christopher Tafoya, Collin Stewart, Elizabeth E. Cole, Erik Cole, Gregg Ghelfi, Loren Granger, Marcia Veidmark, Matt McGuire, Shawn Hutchinson, Stan Chavira, Tina Drews, Vanessa Andersen

Opposed: None

Abstained: None

Motion carried.

Chairman Report.

MCWDB Executive Director – Interim Chairman McGuire recognized Interim Executive Director, Bill Wiley for his work and expressed his appreciation for his professionalism and commitment. Board Member, Shawn Hutchinson briefly expressed his appreciation to both Bill Willey and Chairman McGuire.

Chairman McGuire announced Mr. Steve Clarks acceptance as Executive Director of the MCWDB, briefly provided introductory remarks on Mr. Clarks background and informed Mr. Clark would begin his new role on January 4th. Mr. Clark, who was on the phone, provided brief comments thanking the board for the opportunity.

New Board Members* - Interim Chairman McGuire, informed on open business seats on the board and encouraged board members to reach out to their networks and recommend candidates to Maricopa County Staff.

Status of 2018 Re-Certification – Interim Chairman McGuire briefly provided an update on the status of the 2018 re-certification. He informed on 2 outstanding issues: (1) final edits to the local plan and (2) grievances filed by current and former board members.

Executive Director Report

Interim Executive Director, Bill Wiley provided an update on the following:

Service Trends – a quick summary was provided on the service trends: (1) on the number of people walking in to the two Maricopa County Career centers; and (2) those that are getting services under the Workforce Innovation and Opportunity Act. Mr. Wiley shared concerns on services trends for thought and further discussion in the future. Interim Chairman McGuire agreed a deep dive should be taken to understand trends and improve those.

Mr. Wiley also shared information on Maricopa County recognition received from DOL, as #1 for apprenticeships in the Country and recognized Deb Furlong for leading the program. Interim, Chairman McGuire thanked Ms. Furlong for her leadership in the area.

One Stop Operator – An update was shared on possibly working with the City of Phoenix on the One Stop Operator. A request was received to participate in the City of Phoenix selection committee. Staff is still planning to develop a scope of work and rfp process separately, but will continue to work with City of Phoenix in for consistency.

2020 Re-Certification – An update was provided on 2020 Re-certification due on January 4th. Mr. Wiley reviewed the list of requirements for the 2020 re-certification and spoke to the work needed to be completed. He also shared where to find draft documents on the ARIZONA@WORK website for feedback including on draft board trainings.

New Policies – A summary of each draft policy was provided – conflict of interest, monitoring and oversight, work-based training services and training service limits. Q/A and discussion on policies held – Interim Chairman McGuire touched on process of reviewing the policies prior to approving to ensure an efficient process. Various concerns were brought forth – including on corrections needed and need for staff to conduct monitoring and oversight.

Comments were made on movement on the strategic side and looking at service trends; board member Mr. Tafoya volunteered to lead a committee around the topic. Interim Chairman McGuire expressed support in discussing further in the next year and evaluating committee structures.

Other questions were brought forth regarding services limits and who sets those as well as on ETPL requirements. Discussion and clarification was held on the topic and historical information on past actions and discussions held. A board member suggested ensuring that ETPL requirement was present in the policy. Request to review previous meeting minutes was made to review votes on the topic and revise the policy. Interim Executive Director requested board members submit proposed changes. Brief discussion was held on whether the policies need to go out to public comment; Interim Chairman McGuire informed it did not, but confirmation would be sought from Legal.

Fiscal Report

WIOA Fiscal Agent, Nicole Forbes presented on FY2021 WIOA Budget to Actuals; details on WIOA funding was shared. Ms. Forbes also shared on a DES BFY21 annual fiscal monitoring that resulted in now findings or areas of concern and placed the sub0recipient as low risk. Brief question/comments made by Chairman McGuire.

Committee Reports.

Executive Committee

Interim Chairman McGuire provided a brief summary of the Executive Committee meetings previously held for Executive Director interviews and informed the last meeting was cancelled.

Youth Committee

Chair of the Youth Committee, Elizabeth E. Cole provided a summary of the last youth committee meeting and the presentation received by Kristi Tate from Center for the Future of Arizona on the Youth Progress Meter. Ms. Cole also spoke to other organizations to bring forward in upcoming meetings. Ms. Cole provided data on youth services as provided by the Service providers. Ms. Cole also highlighted a few youth successes stories.

A question was brought forth regarding a provision to cover workers that are in a WEX program that may be exposed to COVID and experience a long-term quarantine and still be compensated. Discussion held included, checking with DES-DERS Policy and get additional information/more specific advice and add to next Youth Committee agenda and Full Board.

Call to the Public.

Chairman McGuire made a call for public comment. Various public comments were made.

Mr. Tom Colombo asked to address board member questions regarding ETPL and expressed support. Mr. Colombo also addressed a program review that occurred, and that indicated no substantial findings as a Service Provider from a program and policy perspective.

Ms. Cole asked to circle back to ITA limitations and previous actions taken at the June 17th and March 26th meetings on a tiered approach to ITA limits, additional details on the meeting minutes were shared including on the 83 in-demand occupations. It was asked staff follow up on the topic and include in the policy.

Mr. Hutchinson expressed support of Ms. Cole's comments. Additionally, Mr. Hutchinson gave credit and recognition remarks to Mr. Colombo's team for their work on apprenticeships.

Adjourn.

Chairman McGuire adjourned the MCWDB meeting at 11:00 a.m.

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

ARIZONA@WORK Maricopa County Title1B

Apprenticeship Overview – January 2021

Components of an Apprenticeship Program

1. Business Involvement
2. Structured On-the-Job Training (minimum 2000 hours)
3. Related Instruction (minimum 144 classroom hours)
4. Reward for skills increase
5. Nationally-Recognized Credential

Employer Benefits

- Customized Training
- Loyal employees/Increase retention
- Highly skilled employees
- Stable and reliable pipeline
- Systematic approach to training

Apprentice Benefits

- Foot in the door
- Earn while you learn
- Become an expert in your field
- Career advancement opportunities
- Internationally recognized credentials

3000 Registered Apprenticeships Programs in Arizona

- Healthcare
- Information technology
- Manufacturing
- Cyber security
- Insurance
- Construction
- Utilities

Our Amazing Apprenticeship Career Advisor's



Jane Greenwald



Betsy Nelson

ARIZONA@WORK™
Innovative Workforce Solutions

Our Role

- All Career advisors (CA) promote apprenticeships
- CA- dedicated to support each apprenticeship program
- Strong communications/partnership with program
- Conduct on-site orientations
- Conduct on-site enrollment
- Needs assessment (boots, clothing, tools etc.)
- Ongoing case management support

Current Partners



Current Occupation Titles

Occupation Title	PY19		PY20 (Q1)	
	Count	Pct	Count	Pct
Electricians	352	53.3%	271	57.4%
Heating and Air Conditioning Mechanics and Installers	71	10.8%	88	18.6%
Pipe Fitters and Steamfitters	85	12.9%	21	4.4%
Plumbers	32	4.8%	36	7.6%
Sheet Metal Workers	117	17.7%	56	11.9%
Operating Engineers and Other Construction Equipment Operators	3	0.5%	0	0.0%
Total	660	100.0%	472	100.0%

Demographics

Combined Adult & Dislocated Worker Program Participants, PY19

		Combined	APP
Age	18-24	524 14.7%	244 37%
	25-34	1093 30.7%	301 46%
	35-44	740 20.8%	93 14%
	45-54	638 17.9%	19 3%
	55-64	426 12.0%	2 0%
	65+	137 3.9%	0 0%
Vets		272 7.6%	66 10.0%
Disabled		101 2.8%	11 1.7%
Offender		680 19.1%	116 17.6%
Low Income		1421 39.9%	89 13.5%

Employment Outcomes

Table 5.1		Adult Program, Employment Rates (Exiters between 07/01/2018 - 06/30/2019)									
		YTD		Q1		Q2		Q3		Q4	
	Target	Rate	Exiters	Rate	Exiters	Rate	Exiters	Rate	Exiters	Rate	Exiters
Basic Career Services	76.00%	62.2%	1450	65.4%	436	64.2%	324	54.6%	337	63.7%	353
Individualized & Training Services	76.00%	81.5%	1111	75.0%	224	88.7%	391	77.0%	174	79.5%	322
Occupational Skills Training	76.00%	74.4%	317	73.2%	82	85.2%	61	77.8%	81	65.6%	93
Apprenticeship	76.00%	93.6%	518	87.1%	62	95.3%	277	100.0%	23	92.3%	156
Total (All Program Exiters)	76.00%	70.3%	2580	68.1%	667	77.3%	728	62.1%	509	71.3%	676



Median Wage PY19 and PY20 (Q1)= \$16.50

Expansion Goals

- Increase Justice involved participants
- Earlier engagement – interview prep
- Expand partnerships/industries- IT, Healthcare, Manufacturing



Thank you!

  <p>MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD</p>	<p>SECTION/REFERENCE: WIOA Final Rule 680.300-310</p>	<p>POLICY NUMBER: 17-42 Change 1</p>
	<p>ORIGINAL ISSUE DATE: December 2020</p>	<p>REVISION DATE:</p>
	<p>AUTHORIZED BY: Maricopa County Workforce Development Board</p>	
<p>SUBJECT: Training Services Limits – Adult, Dislocated Workers and Youth</p>		<p>ADDENDA:</p>

Purpose: To establish tiered funding limits for Individual Training Accounts for Adult, Dislocated Worker and Youth Programs. This policy is in effect until revised and applies for the current and all future Program Years.

Responsibility of: Career Advisors, Program Supervisors, Program Managers

Process Description: Individual Training Accounts (ITAs) are created for Adults, Dislocated Workers and Youth approved for occupational training services provided by an eligible training provider. The ITA is a payment agreement established on behalf of a participant with a training provider to purchase training services. The ITA identifies the training provider selected by the participant in consultation with the Career Advisor (CA), the training program, start and end dates, cost of training, grants/scholarships applied to the cost of training, and total WIOA funds obligated for the training. The training provider must be on the Eligible Training Provider List (ETPL) for WIOA funds to be obligated for training.

ITA limits may vary for Adults, Dislocated Workers and Youth based on fund source and/or the industry sector of their chosen area of training. The ARIZONA@WORK-Maricopa County Workforce Development Board has identified targeted industry sectors in its workforce plan which include:

- Construction
- Finance and Insurance
- Healthcare and Social Assistance
- Information
- Manufacturing
- Transportation and Warehousing

Within the targeted industry sectors, the ARIZONA@WORK- Maricopa County Workforce Development Board has identified 83 targeted occupations. To ensure participants are on a career path to lead them to lasting employment, Adult, Dislocated Workers, and Youth will explore career pathways within the in-demand occupations. Funding is determined by a tiered approach based on the cost of training for target occupations. Individuals requesting training outside of the targeted industries and occupations may be approved on a case-by-case basis.

ARIZONA@WORK – Maricopa County has established the following tiered ITA limits for PY 20:

Type of Training	Adult -Targeted Tiered Levels	Adult –Non – Targeted	Dislocated Worker	In-School* & Out-Of-School Youth Targeted Tiered Levels	In-School* & Out-Of-School Youth Non- Targeted
Occupational skills	\$3,000 \$5,000 \$7,000 <i>*Refer to attachment</i>	Up to \$3,000	Up to \$4,000	\$3,000 \$5,000 \$7,000 <i>*Refer to attachment</i>	Up to \$3,000
Apprenticeships	\$3,000 \$5,000 \$7,000 <i>*Refer to attachment</i>	Up to \$3,000	Up to \$4,000	\$3,000 \$5,000 \$7,000 <i>*Refer to attachment</i>	Up to \$3,000
On-the-Job Training	\$3,000 \$5,000 \$7,000 <i>*Refer to attachment</i>	Up to \$3,000	Up to \$4,000	\$3,000 \$5,000 \$7,000 <i>*Refer to attachment</i>	Up to \$3,000

***Note the DOL Waiver allowing the use of ITAs for In-School Youth expires on June 30, 2022**

NAICS Title	SOC Code	SOC Title	ITA Limit	Median Hourly Wage
Construction	47-2031	Carpenters	\$3,000	\$20.59
Construction	47-2051	Cement masons and concrete finishers	\$3,000	\$20.05
Construction	13-1051	Cost estimators	\$3,000	\$30.79
Construction	43-5032	Dispatchers, except police, fire, and ambulance	\$3,000	\$18.46

Construction	49-9051	Electrical power-line installers and repairers	\$7,000	\$41.95
Construction	47-2111	Electricians	\$7,000	\$22.53
Construction	49-9021	Heating, air conditioning, and refrigeration mechanics and installers	\$7,000	\$20.67
Construction	47-2073	Operating engineers and other construction equipment operators	\$7,000	\$22.89
Construction	47-2152	Plumbers, pipefitters, and steamfitters	\$7,000	\$22.37
Construction	41-9022	Real estate sales agents	\$3,000	\$28.17
Construction	47-2181	Roofers	\$3,000	\$17.93
Construction	49-2098	Security and fire alarm systems installers	\$5,000	\$23.47
Construction	47-2211	Sheet metal workers	\$5,000	\$19.87
Finance and insurance	13-2011	Accountants and auditors	\$5,000	\$31.73
Finance and insurance	43-3021	Billing and posting clerks	\$5,000	\$18.02
Finance and insurance	43-4011	Brokerage clerks	\$5,000	\$22.82
Finance and insurance	13-1199	Business operations specialists, all other	\$5,000	\$30.50
Finance and insurance	13-1031	Claims adjusters examiners and investigators	\$3,000	\$32.64
Finance and insurance	13-1041	Compliance officers	\$3,000	\$28.50
Finance and insurance	13-2051	Financial analysts	\$5,000	\$35.70
Finance and insurance	13-2061	Financial examiners	\$5,000	\$24.38
Finance and insurance	43-9041	Insurance claims and policy processing clerks	\$3,000	\$19.56
Finance and insurance	41-3021	Insurance sales agents	\$3,000	\$22.22
Finance and insurance	13-2053	Insurance underwriters	\$3,000	\$34.83
Finance and insurance	43-4131	Loan interviewers and clerks	\$5,000	\$19.84
Finance and insurance	13-2072	Loan officers	\$5,000	\$25.91
Finance and insurance	13-2052	Personal financial advisors	\$5,000	\$38.25
Finance and insurance	41-3031	Securities, commodities, and financial services sales agents	\$5,000	\$25.23
Health care and social assistance	31-9091	Dental assistants	\$7,000	\$21.15
Health care and social assistance	29-2021	Dental hygienists	\$7,000	\$43.88

Health care and social assistance	29-2032	Diagnostic medical sonographers	\$7,000	\$42.43
Health care and social assistance	29-2099	Health technologists and technicians, all other	\$5,000	\$21.00
Health care and social assistance	29-2052	Pharmacy Technicians	\$5,000	\$16.74
Health care and social assistance	29-2011	Medical and Clinical Laboratory Technologists	\$7,000	\$26.18
Health care and social assistance	29-2012	Medical and Clinical Laboratory Technicians	\$7,000	\$26.18
Health care and social assistance	29-2061	Licensed practical and licensed vocational nurses	\$7,000	\$27.00
Health care and social assistance	31-9092	Medical assistants	\$7,000	\$16.17
Health care and social assistance	31-9093	Medical equipment preparers	\$7,000	\$17.47
Health care and social assistance	29-2071	Medical records and health information technicians	\$7,000	\$17.98
Health care and social assistance	43-6013	Medical secretaries	\$7,000	\$17.47
Health care and social assistance	31-1014	Nursing assistants	\$3,000	\$14.99
Health care and social assistance	31-2021	Physical therapist assistants	\$5,000	\$22.41
Health care and social assistance	29-2034	Radiologic technologists	\$7,000	\$32.09
Health care and social assistance	29-1141	Registered nurses	\$7,000	\$37.04
Health care and social assistance	29-1126	Respiratory therapists	\$7,000	\$28.33
Health care and social assistance	25-3021	Self-enrichment education teachers	\$3,000	\$18.70
Health care and social assistance	21-1093	Social and human service assistants	\$3,000	\$14.59
Health care and social assistance	29-2055	Surgical technologists	\$7,000	\$25.10
Health care and social assistance	31-9097	Phlebotomist	\$3,000	\$15.56
Information	15-1143	Computer network architects	\$5,000	\$49.54
Information	15-1121	Computer systems analysts		\$42.80
Information	15-1151	Computer user support specialists		\$22.81
Information	15-1141	Database administrators		\$44.55

Information	15-1122	Information security analysts		\$46.86
Information	15-1142	Network and computer systems administrators		\$39.55
Information	15-1132	Software developers, applications		\$48.45
Information	15-1134	Web developers		\$30.74
Information	15-1133	Software developers, systems software		\$49.16
Information	15-1152	Computer network support specialist		\$29.41
Information	15-1131	Computer Programmer		\$47.56
Manufacturing	49-3011	Aircraft mechanics and service technicians		\$31.37
Manufacturing	51-2098	Assemblers and fabricators, all other, including team assemblers		\$14.82
Manufacturing	51-4012	Computer numerically controlled machine tool programmers, metal & plastic		\$27.85
Manufacturing	51-4011	Computer-controlled machine tool operators, metal and plastic	\$7,000	\$17.69
Manufacturing	49-9041	Industrial machinery mechanics		\$22.52
Manufacturing	51-9061	Inspectors, testers, sorters, samplers, and weighers		\$19.53
Manufacturing	51-4041	Machinists		\$23.81
Manufacturing	49-9071	Maintenance and repair workers, general		\$17.59
Manufacturing	41-4012	Sales representatives, wholesale and manufacturing, except technical and scientific products	\$3,000	\$26.75
Manufacturing	51-4121	Welders, cutters, solderers, and brazers	\$7,000	\$19.06
Other Business	13-1111	Management analysts	\$7,000	\$35.94
Other Business	13-1161	Market research analysts and marketing specialists	\$7,000	\$28.13
Other Business	43-4171	Receptionists and information clerks	\$3,000	\$14.18
Other Business	43-4051	Customer service representatives	\$3,000	\$16.28
Other Business	13-1151	Training and development specialists	\$5,000	\$27.25
Retail, Culinary, Hospitality	35-2012	Cooks, institution and cafeteria	\$3,000	\$12.78
Retail, Culinary, Hospitality	41-3099	Sales representatives, services, all other	\$3,000	\$23.21

Transportation and warehousing	49-3031	Bus and truck mechanics and diesel engine specialists	\$5,000	\$21.70
Transportation and warehousing	53-3021	Bus drivers, transit and intercity		\$19.53
Transportation and warehousing	43-5011	Cargo and freight agents		\$22.35
Transportation and warehousing	53-3032	Heavy and tractor-trailer truck drivers		\$20.77
Transportation and warehousing	53-7051	Industrial truck and tractor operators		\$16.84
Transportation and warehousing	53-3033	Light truck or delivery services drivers		\$16.84

DRAFT



Martin D. @WORK

ARIZONA@WORK – Maricopa County Workforce Development Division

Client Count Updates and Initiatives

Tom Colombo, Assistant Director
January 21, 2021



Overview

- In March 2020, WDD created an online Job Seeker Inquiry form to capture data from participants accessing services virtually and in person
- WDD tracks metrics and reports them daily and/or weekly to WDB Staff, HSD Leadership and DES Partners to ensure cohesive service delivery

Categories Tracked by WDD

Weekly Client Count Categories:

- Client Visits to One-Stop Career Centers
- Client Phone Calls to One-Stops
- Clients Seeking Unemployment Insurance
- Clients Seeking One-Stop Resource Areas
- Clients Seeking WDD Services (Title I-B Services)
- Clients Seeking DES Employment Services or other Title Partner Services
- Appointments with WDD Staff
- ACA Return Stronger Form Submissions Received

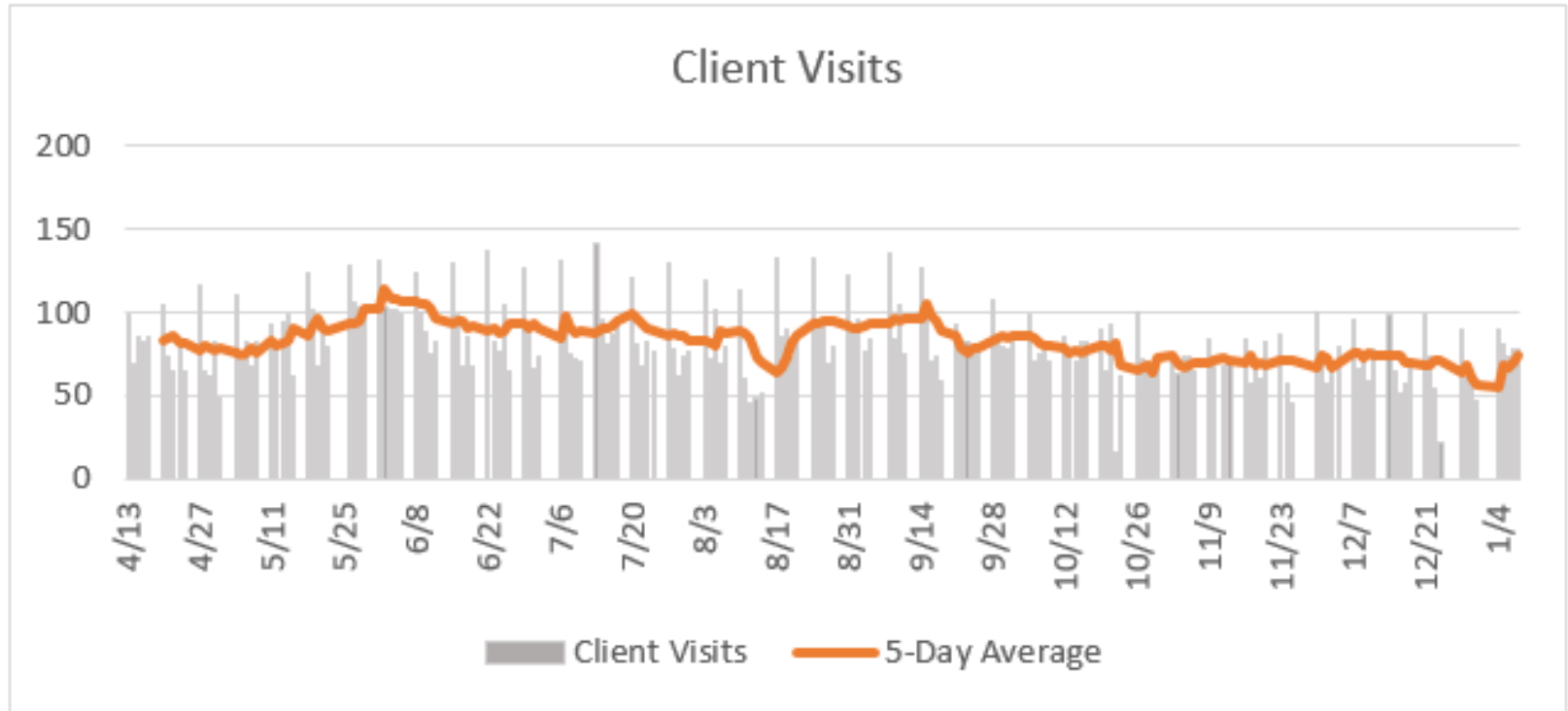
Weekly Totals for Tracking Participants Service Inquiries

Data is shared weekly and/or daily with:

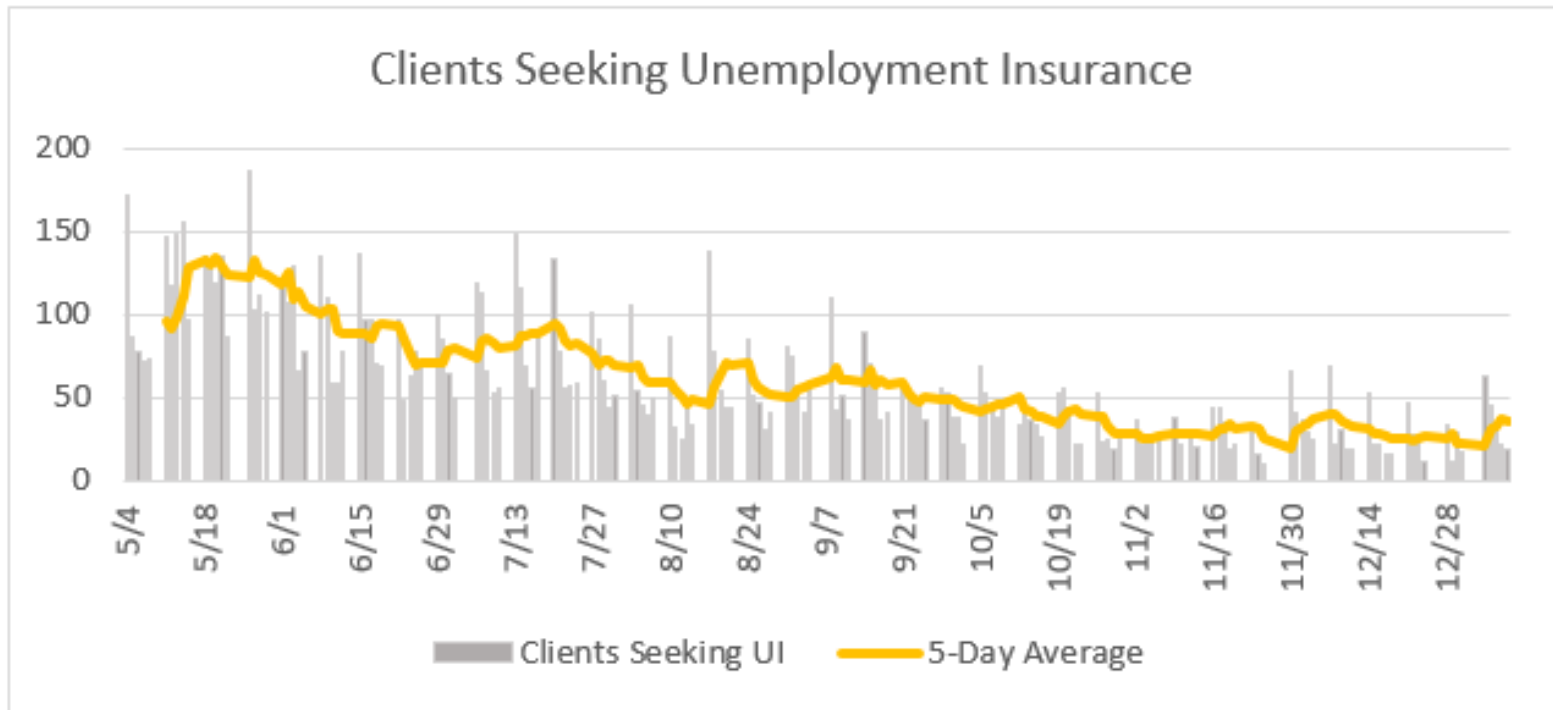
- WDB Staff
- HSD Leadership
- DES Partners

	1/4 Weekly Totals			
	EVCC	WVCC	Remote	Total
Client Visits	250	150		400
Phone Calls	145	212		357
Clients seeking UI	83	95	2	180
Clients seeking Resource Area	130	61	6	197
Clients seeking WDD services	121	168	119	408
Clients seeking DES/Other	40	25		65
WDD Appointments	80	89		169
ACA Form Submissions			7	7

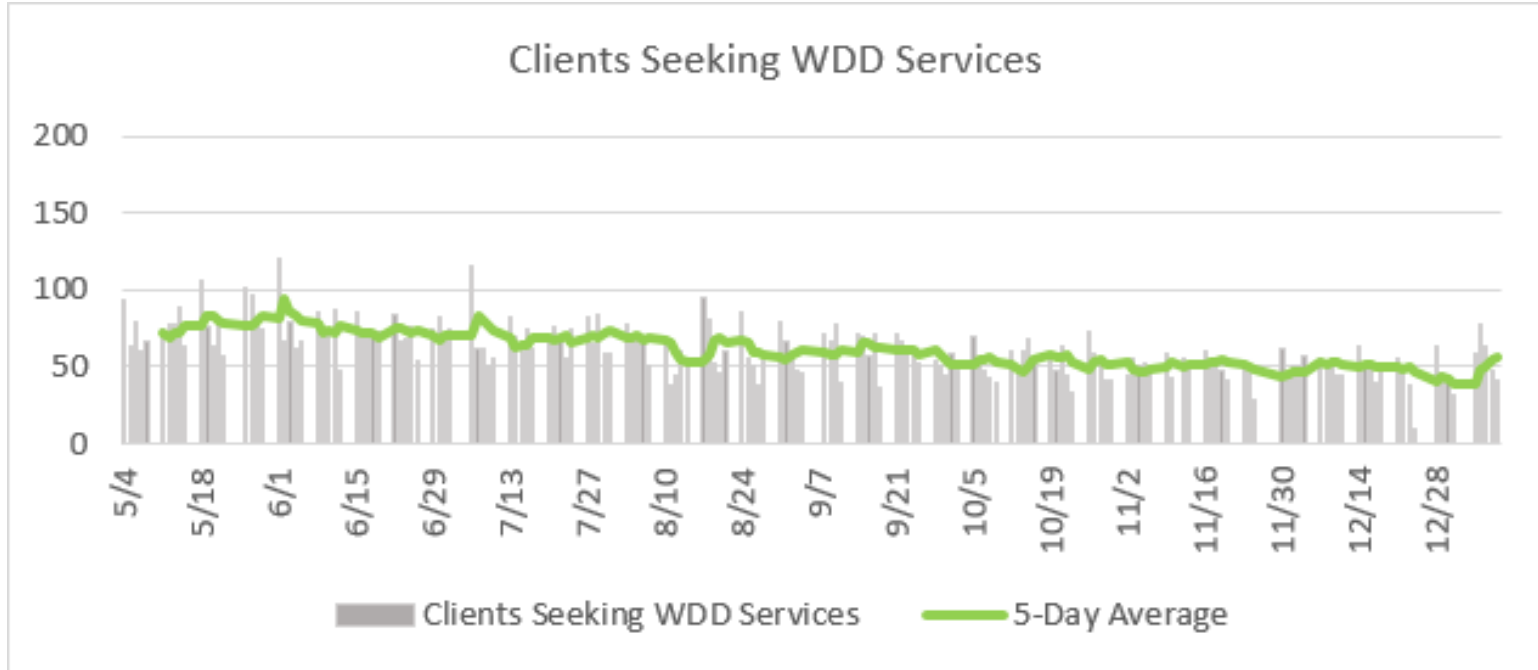
Data Overview: Client Visits



Data Overview: UI Information



Data Overview: WDD Services



Q & A



Thank you!



Maricopa County FY2021 WIOA Budget to Actuals

JANUARY 21, 2021

WIOA FISCAL AGENT-NICOLE FORBES

FY21 WIOA Budget to Actual

Title 1 B Approved Budget \$18,661,610

- In FY21 at minimum \$14,714,015 must be spent

Service Provider(WDD) = \$18,028,442

- Expended YTD as of December 31,2020
\$7,861,986

WDB Approved Budget= \$633,169

- Expended YTD as of December 31,2020
\$289,962

WIOA Funding by Program Year

County FY2021					
	FY21 Allocation	FY21 Budget	YTD FY21 AS OF 12/31/2020	Balance Remaining	% Spent YTD
ADULT	11,314,756	10,734,480	4,762,066	5,972,414	44%
DISLOCATED WORKER	5,527,150	1,238,480	582,141	656,339	47%
RR	775,326	775,326	505,658	269,668	65%
YOUTH	6,786,853	5,913,324	2,302,083	3,611,241	39%
Total	24,404,085	18,661,610	8,151,948	10,509,662	44%

Fiscal Agent Updates

- **No Updates currently**



QUESTIONS?

Contact Information:
Nicole.Forbes@Maricopa.gov

THANK YOU FOR YOUR TIME.



**WORKFORCE DEVELOPMENT BOARD
BUDGET FY 2021
YTD December 2020
UNIT 2250**

WDB-FY21	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED
TOTAL COSTS	633,169	18,897	17,341	44,329	57,794	71,254	80,293	28,650	28,650	28,650	28,650	40,992	105,526	289,909	550,955	80,514	46%
Fund - 222	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED
PERSONNEL																	
REGULAR SALARIES	213,075	11,150	11,150	27,657	15,601	23,387	15,032	16,851	16,851	16,851	16,851	25,277	16,851	103,978	213,511	(436)	49%
TOTAL PERSONNEL	213,075	11,150	11,150	27,657	15,601	23,387	15,032	16,851	16,851	16,851	16,851	25,277	16,851	103,978	213,511	(436)	49%
FRINGE BENEFITS																	
TAXES	16,300	779	779	2,042	1,194	1,795	1,151	1,289	1,289	1,289	1,289	1,934	1,289	7,741	16,120	180	47%
RETIREMENT	25,803	1,363	1,363	1,401	1,675	2,510	1,617	2,059	2,059	2,059	2,059	3,089	2,059	9,928	23,312	2,491	38%
MEDICAL	36,024	2,128	2,128	2,128	2,128	2,128	2,128	3,192	3,192	3,192	3,192	3,192	3,192	12,768	31,920	4,104	35%
UNEMPLOYMENT & WORKERS' COMP	641	53	53	53	53	53	53	53	53	53	53	53	53	320	641	0	50%
TUITION REIMBURSEMENT	5,200	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5,200	0%
TOTAL FRINGE BENEFITS	83,968	4,323	4,323	5,624	5,050	6,486	4,949	6,594	6,594	6,594	6,594	8,268	6,594	30,757	71,994	11,974	37%
INDIRECT COSTS																	
INDIRECT COSTS	64,789	3,423	1,724	9,088	5,551	5,689	4,436	5,205	5,205	5,205	5,205	7,447	5,205	29,911	63,382	1,407	46%
TOTAL INDIRECT COSTS	64,789	3,423	1,724	9,088	5,551	5,689	4,436	5,205	5,205	5,205	5,205	7,447	5,205	29,911	63,382	1,407	46%
TRAVEL & TRAINING																	
TRAVEL	24,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	24,000	0%
TOTAL TRAVEL & TRAINING	24,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	24,000	0%
SUPPLIES																	
OFFICE SUPPLIES	2,300	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2,300	0%
FOOD SUPPLIES	1,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,000	0%
POSTAGE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
TOTAL SUPPLIES	3,300	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3,300	0%
CONTRACTUAL																	
ONE STOP OPERATOR	200,000	-	-	-	31,591	35,691	55,842	-	-	-	-	-	76,876	123,124	200,000	-	62%
WIOA NETWORK SERVICES	8,587	-	-	-	-	-	-	-	-	-	-	-	-	-	-	8,587	0%
STRATEGIC PLANNING	33,750	-	-	-	-	-	-	-	-	-	-	-	-	-	-	33,750	0%
TOTAL CONTRACTUAL	242,337	-	-	-	31,591	35,691	55,842	-	-	-	-	-	76,876	123,124	200,000	42,337	51%
OPERATING SERVICES																	
ASSOCIATION/MEMBERSHIPS	-	-	144	1,925	-	-	-	-	-	-	-	-	-	2,069	2,069	(2,069)	0%
PRINTING (COPIER)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
PARKING STICKERS/GARAGE	200	-	-	-	-	-	-	-	-	-	-	-	-	-	-	200	0%
CELL PHONES	1,500	-	-	35	-	-	35	-	-	-	-	-	-	70	70	1,430	5%
TOTAL OPERATING SERVICES	1,700	-	144	1,960	-	-	35	-	-	-	-	-	-	2,139	2,069	(2,069)	126%
TOTAL COSTS	633,169	18,897	17,341	44,329	57,794	71,254	80,293	28,650	28,650	28,650	28,650	40,992	105,526	289,909	550,955	80,514	46%

**Maricopa County Workforce
Development Board
ARIZONA@WORK**

One-Stop Operator Update

January 21, 2021

One-Stop Operator Team





- **OSO PERFORMANCE AREAS**
- **OVERVIEW OF WORKFORCE PARTNERS**
- **OSO KEY ACHIEVEMENTS**
- **OVERVIEW OF PLATFORM & CUSTOMER REFERRAL PROCESS**
- **OSO CURRENT INITIATIVES**
- **BUDGET SUMMARY**
- **RECOMMENDATIONS FOR PY 2020-2021**

ONE-STOP OPERATOR



COORDINATOR



FACILITATOR



TRUSTED PARTNER



- FACILITATE INTEGRATED SERVICE DELIVERY



- DEVELOPMENT OF STANDARD OPERATING PROCEDURES



- INNOVATIVE TECHNOLOGIES



- WORKING COLLABORATIVELY



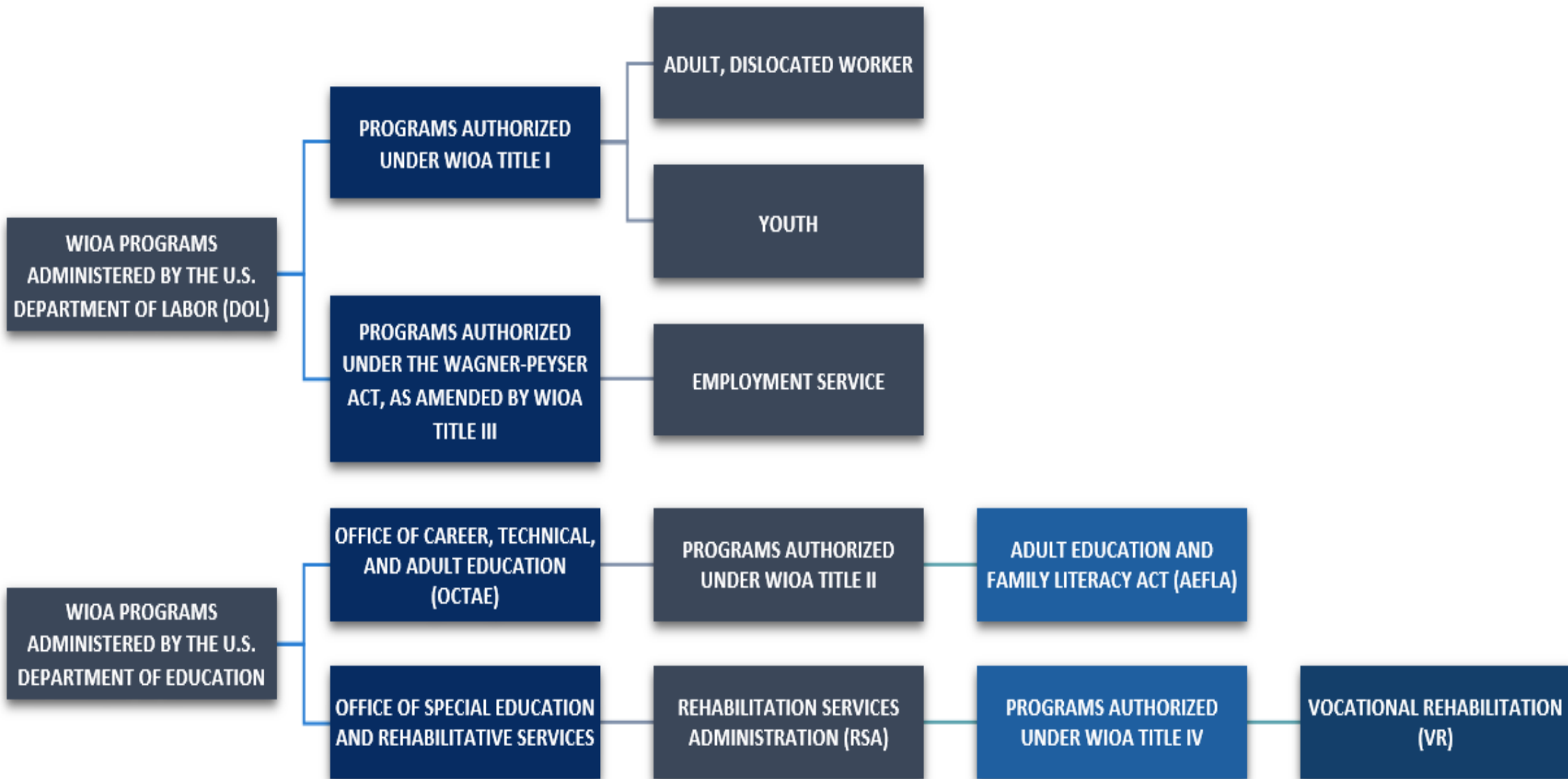
- DELIVERY OF ONGOING TRAINING & TECHNICAL ASSISTANCES



- ACT AS LIAISON



- OSO REPORTING REQUIREMENTS



OSO KEY ACHIEVEMENTS



Assessed current state of one-stop centers to find areas to assist with coordination and integration



Began bi-monthly convening of all core partners to set direction



Determined with partners that referral process development was most desired



Built PartnerLink resource platform to include customer referral system

OSO KEY ACHIEVEMENTS



Provided training & technical assistance to all partners to utilize PartnerLink & customer referral system



Worked with City of Phoenix to explore common platform and processes for regionalism



Developed Healthcare Career Pathways in collaboration with MCWDB staff



Completed in-depth review of ETPL training providers to align with MCWDB strategic vision

OVERVIEW OF PLATFORM




Home Login Technical Support COVID-19/LWDA Response

PartnerLink

The Maricopa County Local Workforce Development Area Programs & Partners Virtual Collaboration Site

Welcome to **PartnerLink** a virtual collaboration site designed exclusively for the Maricopa County Workforce Development Area (LWDA) Program Partners.

CUSTOMER REFERRAL PROCESS



Referrals

WIOA Adult, Dislocated Worker Referral Form

Please complete this online form to submit a customer referral to Maricopa County's local workforce development area WIOA ADULT, DISLOCATED WORKER, provided by the Maricopa County, Human Services Department (HSD) Workforce Development Division (WDD). Thank You!

[PREPARE A CUSTOMER FOR SERVICE CLICK HERE](#)

Page 1 of 5

[Next](#)

CUSTOMER REFERRAL PROCESS

LIVE! PY 20-21 Maricopa County LWDA Customer Referral Tracker & Database Sheet

File Edit View Insert Format Data Tools Form Add-ons Help Last edit was 5 days ago

100% \$ % ,0_ .0Q 123 Default (Ro... 10 B I A

Briefly state reason for referral:

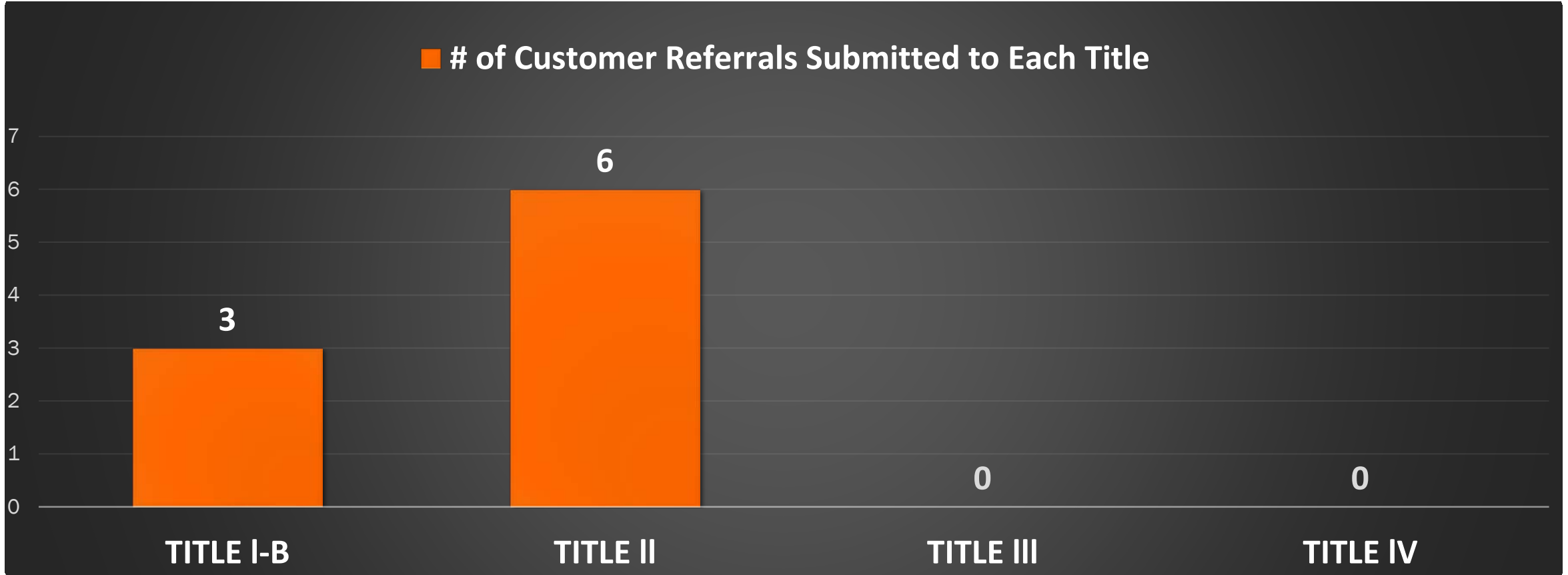
WIOA Adult, Dislocated Workers, Maricopa County Human Services Department (HSD) Workforce Development Division (WDD)

PY 2020-2021 CUSTOMER REFERRALS RECEIVED, PROCESSED, AND CLOSED TRACKING & DATABASE SHEET

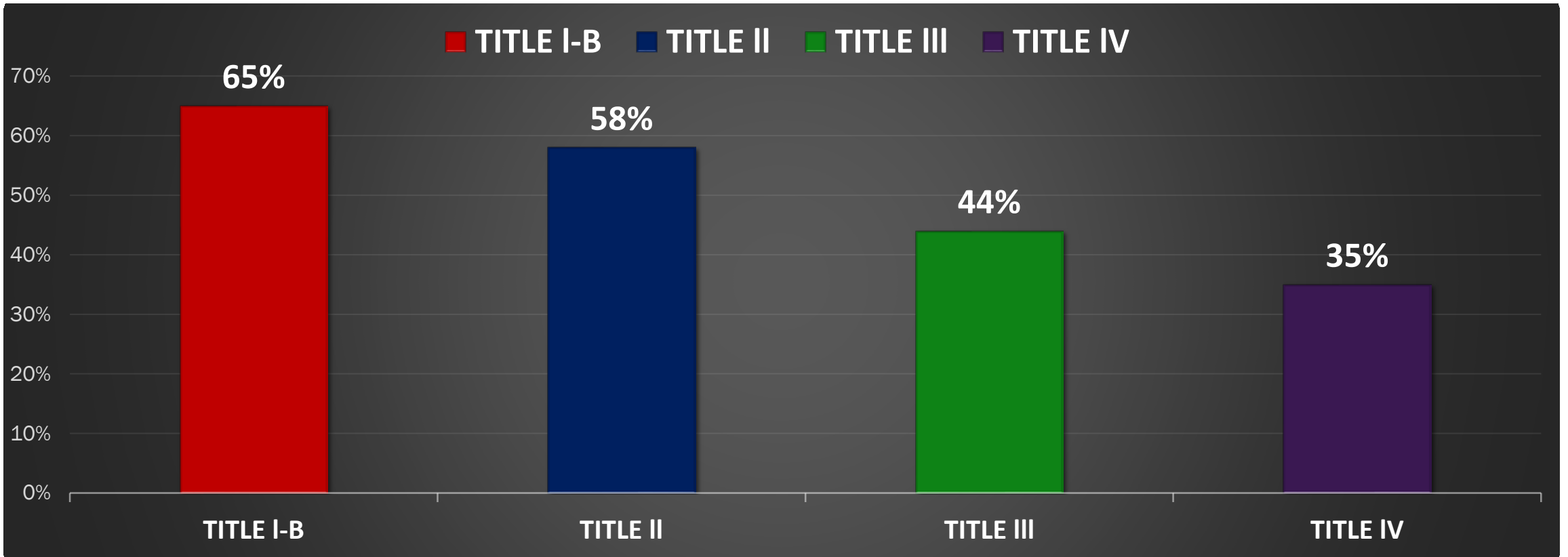
REFERRAL DETAILS: **CUSTOMER INFORMATION:**

Timestamp	Briefly state reason for referral:	First Name:	Middle Name:	Last Name:	Name Suffix:	Nickname:	Age Group:	Customer Email:	Contact # 1:	Contact
12/14/2020 10:22:25	Client is seeking informa	D'ANGELA	NA	Turner			25 or < Years of Age	dtuner143@gmail.com	(608) 888-3083	

TITLE I-B Adult, DW TITLE I-B YOUTH TITLE I-B SMART JUSTICE TITLE I-B WORKFORCE TRAINING TITLE II ACYR TITLE



SUBMITTED CUSTOMER REFERRALS DECEMBER 2020



**PY 2020-2021
COLLABORATION GROUP SESSION ATTENDANCE**

OSO CURRENT INITIATIVES



**SUPPORT BOARD
PRIORITIES
OPERATIONALLY
IN ONE-STOP
CENTERS**



**REGULAR
CADENCE OF
VISITS TO ONE-
STOP CENTERS**



**PERFORMANCE
ACCOUNTABILITY**

OSO CURRENT INITIATIVES



**ADMINISTER THE
CUSTOMER REFERRAL
SYSTEM**



**SUPPORTING THE
PROGRAM PARTNERS IN
REFERRAL SUBMISSIONS**

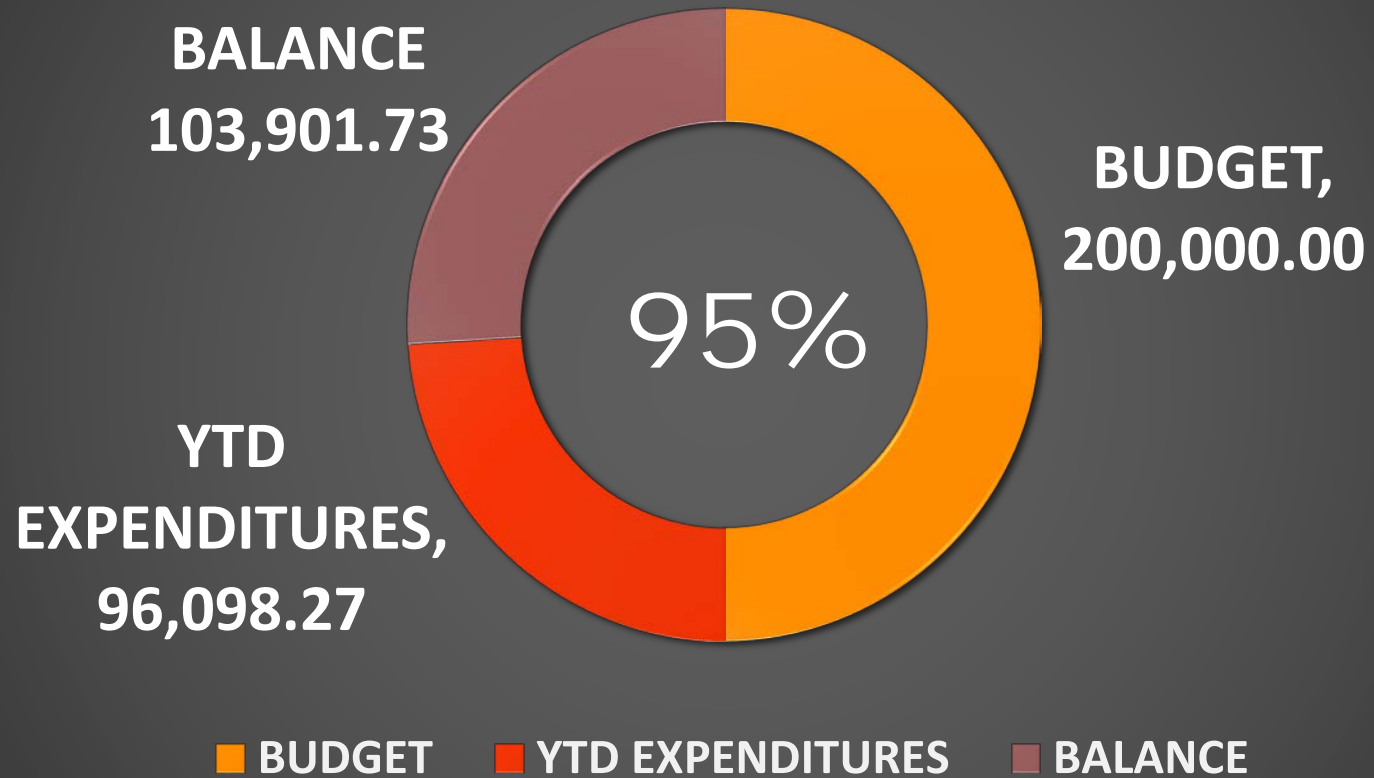


**CONTINUAL UPDATES TO
THE COLLABORATION
SITE, PARTNERLINK**



**PROVIDE TRAINING &
TECHNICAL ASSISTANCE
TO ALL PARTNERS**

OSO 2020-2021 YEAR-END BUDGET SUMMARY





**REQUIRE UTILIZATION OF THE
CUSTOMER REFERRAL PROCESS**



**FACILITATE A NEW WORKGROUP OF
BOARD MEMBERS AND PROGRAM
LEADERS TO MEET PERFORMANCE
REPORTING REQUIREMENTS.**



**CONTINUE STRATEGIC REVIEW OF
THE ETPL**

RECOMMENDATIONS