

MINUTES OF PUBLIC MEETING OF THE MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD

Monday, April 27, 2020 – 11:30 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: Angie, Ferguson (Ph.), Elizabeth “E” Cole (Ph.), Gregg Ghelfi (Ph.), Julie Stiak (Ph.), Mark Lashinske (Ph.), Mark Wagner (Ph.), Marla Lazere (Ph.) Matt McGuire (Ph.), Neal Dauphin (Ph.), Shawn Hutchinson (Ph.), Tina Drews (Ph.), Tom Jenkins (Ph.), Vanessa Andersen (Ph.)
(Ph.) means on the phone

Members Absent: Charisse Ward

Call to Order

Chairman, Mark Lashinske, called the Maricopa County Workforce Development Board (MCWDB) meeting to order at 11:31 a.m.

Welcome/Introductions – Chairman Lashinske, welcomed and thanked everyone for attending the meeting.

Roll Call – MCWDB Liaison, Nancy Avina took roll. Quorum was present.

Presentation, Discussion and Possible Action: FY20 Budget Increase Proposal*

Chairman Lashinske indicated purpose of the meeting was to continue the conversation from the last meeting (04/22/20). Chairman Lashinske asked to continue from last slide of the presentation, which was the Q/A portion of the presentation, to allow those that dropped off the call during the last meeting to ask questions; and then move into the previously stated motion by Mr. Hutchinson. Board members presented their clarifying questions and comments on the presentation as well as, on performance and metrics; Mr. Colombo addressed those.

Chairman Lashinske restated the previous motion made by Mr. Hutchinson, to move for the full efficacy granted as requested, and that was seconded by Mr. Ghelfi. Mr. Hutchinson added comments in support of request.

Board Liaison, Ms. Avina called role, for vote on motion.

Ayes: Angie Ferguson, David Drennon, Julie Stiak, Gregg Ghelfi, Mark Wagner, Marla Lazere, Matt McGuire, Tina Drews, Shawn Hutchinson
Nays: Elizabeth E. Cole, Vanessa Andersen, Neal Dauphin, Tom Jenkins, Mark Lashinske

Motion passed.

Call to the Public

Chairman Lashinske made a call for public comment. No public comment was made.

Adjourn Full Board Meeting

Chairman Lashinske adjourned the meeting at 12:13 p.m.

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

MINUTES OF PUBLIC MEETING OF THE MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD

Wednesday, April 22, 2020 – 9:30 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: Angie, Ferguson (Ph), Charisse Ward (Ph), Elizabeth “E” Cole (Ph), Gregg Ghelfi (Ph), Julie Stiak (Ph), Mark Lashinske (Ph), Mark Wagner (Ph), Matt McGuire (Ph.), Neal Dauphin (Ph), Shawn Hutchinson (Ph), Tina Drews (Ph), Tom Jenkins (Ph), Vanessa Andersen (Ph)

Members Absent: David Drennon, Marla Lazere

Call to Order

Chairman, Mark Lashinske, called the Maricopa County Workforce Development Board (MCWDB) meeting to order at 9:31 a.m.

Roll Call – MCWDB Liaison, Nancy Avina took roll. Quorum was present.

Welcome/Introductions – Chairman Lashinske, provided the public the opportunity to introduce themselves.

Consent Agenda Approval

Chairman Lashinske, asked for a motion to accept items on the consent agenda. Tom Jenkins made a motion. Shawn Hutchinson seconded the motion.

Present on the phone in favor: Angie Ferguson, Charisse Ward, Elizabeth Cole, Gregg Ghelfi, Julie Stiak, Mark Lashinske, Mark Wagner, Matt McGuire, Neal Dauphin, Shawn Hutchinson, Tina Drews, Tom Jenkins, Vanessa Andersen

Present on the phone opposed: None; Abstained/Did not vote: None. The motion carried.

Chairman Report

Chairman Lashinske, thanked everyone for attending the Full Board meeting. He spoke on doing his due diligence to be a good facilitator/leader to the MCWDB and provided clarifying remarks on comments made, regarding what Title-IB services do and confusion. Chairman Lashinske stated he will do his best to be informed.

Executive Director Report

Executive Director, Patricia Wallace provided a brief update on COVID-19 calls at the state level, board director level, business services and provider level to ensure everyone stays on the same page and know what is going on at local levels. Ms. Wallace also reminded the board of new policies issued by DES regarding COVID-19 providing flexibility as well as, local plan submission.

Chairman Lashinske took a moment to acknowledge Ms. Wallace as the sergeant at arms for meetings.

Clarification was provided on a question regarding Executive Director involvement during Chief’s of staff meetings; Chairman Lashinske informed he is actively working with Scott Isham, Chief of staff and will ensure that occurs.

Action: Approval of Adult Education Application Reviews and Recommendations*

Board Liaison, Nancy Avina provided background information and process of the task of reviewing Title II adult education applications and providing recommendations on alignment to the local plan/strategic plan. A workgroup was established for the review that consisted of board members Mark Wagner, David Drennon and youth committee member, Susan Morris. Recommendations made by the work group were presented for full board approval. Board member, Mark Wagner shared brief information on the review. The request made was to have the board approve the recommendations so that staff can officially forward those to the Department of Education, and have those recommendations be taken into account when they actually do the allocation of funding. The Chairman clarified if all 9 applications could be approved in one slate.

Chairman Lashinske asked for a motion and requested staff restate the motion. Ms. Avina stated the motion would be for the board to approve the adult education applications reviews and recommendations, as recommended by the workgroup that reviewed the Maricopa County applications. Tom Jenkins made a motion approve. Mark Wagner seconded the motion.

Present on the phone in favor: Angie Ferguson, Charisse Ward, Gregg Ghelfi, Mark Lashinske, Mark Wagner, Matt McGuire, Shawn Hutchinson, Tina Drews, Tom Jenkins, Vanessa Andersen

Present on the phone opposed: None; Abstained/Did not vote: Elizabeth E. Cole, Julie Stiak. The motion carried.

Presentation: One Stop Operator Quarterly Update*

One Stop Operator Representative, Gretchen Carraway presented a One Stop Operator (OSO) quarterly update to the board. A brief overview of the OSO and their roles was provided, including on the critical piece of reporting performance. The goal of the presentation was to cover reporting performance requirements and what the OSO is proposing, in being the facilitator of gathering performance points, and have consistent reporting methods and access. The presentation also covered an overview of the system and the requirements of the WIOA law, key terms related to performance accountability, and various performance indicators and targets. A brief demonstration of the ARIZONA@WORK Maricopa County MCWDB WIOA programs performance dashboard was provided.

Ms. Carraway provided recommendations to the full board including on a convening with board members and title partner leaders, as well as forming a workgroup for ongoing oversight. Chairman Lashinske discussed a need for project management timeline and asked if potential funding was needed. Board member questions and comments addressed.

Presentation: WIOA Financials*

Chairman Lashinske, provided remarks on sub-agenda items (1) Profit and lost statement, (2) Balance sheet, (3) Accounts Payable & Account Receivable, (4) Budget Comparison, and provided clarification and education received on what is available from a government accounting standard. HSD Deputy Director, Jacqueline Edwards presented a Maricopa County WIOA Financial & Budgetary review. The presentation covered: An overview of the Maricopa County WIOA fiscal agent – designation, HSD grant and general funding administration, Single Audit conducted in FY19 for WIOA with no findings, and county required CAFR, A WIOA Funding Overview and how funding is distributed, WIOA funding and expenditure history – comparison of funding for the last 5 closed fiscal years, A detailed chart on program categories, WIOA current allocation and expenditure overview – Fund balance report, FY20 WIOA funding and Budget, WIOA YTD expenditures, and FY21 WIOA funding. Board member clarifying questions and comments addressed.

Presentation, Discussion and Possible Action: Career Service Provider East Valley Career Center Relocation Proposal*

Due to lack of meeting time, Chairman Lashinske requested item be tabled until next regular full board meeting. Assistant Director expressed concern regarding the lease expiration for the East Valley office but expressed willingness to delay one month if needed. Agenda item tabled.

Presentation, Discussion and Possible Action: FY20 Budget Increase Proposal*

WDD Assistant Director, Tom Colombo presented on a request for additional funding for workforce services and expressed impacts of COVID-19. The presentation covered the purpose and goal of the Title-IB provider, as well as an overview and detailed information on job seeker and employer services provided by the service provider. A review of staff roles and service provision was also provided, which included on COVID-19 impacts. Additionally, pre- and future-staff workload and the hiring process was reviewed. Required positions and personnel funding necessary in response to COVID-19 was shared. The request made to the board, was to approve WIOA COVID-19 response staffing plan, which includes the funding of 33 contract positions to be hired beginning in FY20; with the purpose of addressing the drastic economic downturn as a result of the COVID 19 aftermath. Chairman Lashinske asked various questions addressed by Mr. Colombo; Mr. Lashinske proposed a phased approach, increasing need immediately with about 11 staff, and looking at an option 2 at a later time (i.e. next month). Additional board member clarifying questions, and comments addressed.

Board Member, Shawn Hutchinson provided comments in support of request made and made a motion to move for the full efficacy granted as requested. Gregg Ghelfi seconded the motion. Clarification questions held, Ms. Cole inquired on protocol and youth committee review of request, and if an emergency meeting was necessary. Guidance was provided by Executive Director, Ms. Wallace. Further clarification on process and protocol was provided by Board staff. Board Liaison, Ms. Avina called role to ensure a quorum was still present, for vote on motion. Vote was delayed due to lack of quorum. An additional meeting will be scheduled as soon as possible to vote on the motion presented.

Action Item List Review

Agenda item tabled.

Call to the Public

Vice Chairman Jenkins made a call for public comment. No public comment was made.

Adjourn Full Board Meeting

Chairman Lashinske adjourned the meeting at 12:14 p.m.

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

NOTICE OF MEETINGS FOR 2020-2021
MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD
AND THE MCWDB EXECUTIVE COMMITTEE, AND MCWDB YOUTH COMMITTEE

(Prepared in compliance with A.R.S. §38-431.02)

The Maricopa County Workforce Development Board and/or the above referenced Committees may vote to recess into an executive session for the purpose of obtaining legal advice from the Board’s attorney on any matter listed on an agenda pursuant to ARS §38-431.03(A)(3), or for any other matter authorized under ARS §38-431.03, which has been specifically listed on the meeting agenda identifying the statutory basis for executive session consideration.

NOTICE IS HEREBY GIVEN to the General Public that the Maricopa County Workforce Development Board, and/or the above referenced Committees, will hold meetings open to the public as follows:

DAY	DATE	TIME	TYPE
Wednesday	July 1, 2020	9:00 a.m.	Regular MCWDB Executive Committee Meeting
Wednesday	July 8, 2020	9:30 a.m.	Regular MCWDB Youth Committee Meeting
Wednesday	July 22, 2020	9:30 a.m.	Regular MCWDB Meeting
Wednesday	August 5, 2020	9:00 a.m.	Regular MCWDB Executive Committee Meeting
Wednesday	August 12, 2020	9:30 a.m.	Regular MCWDB Youth Committee Meeting
Wednesday	August 26, 2020	9:30 a.m.	Regular MCWDB Meeting
Wednesday	September 2, 2020	9:00 a.m.	Regular MCWDB Executive Committee Meeting
Wednesday	September 9, 2020	9:30 a.m.	Regular MCWDB Youth Committee Meeting
Wednesday	September 23, 2020	9:30 a.m.	Regular MCWDB Meeting
Wednesday	October 7, 2020	9:00 a.m.	Regular MCWDB Executive Committee Meeting
Wednesday	October 14, 2020	9:30 a.m.	Regular MCWDB Youth Committee Meeting
Wednesday	October 28, 2020	9:30 a.m.	Regular MCWDB Meeting
Wednesday	November 4, 2020	9:00 a.m.	Regular MCWDB Executive Committee Meeting
Wednesday	November 11, 2020	9:30 a.m.	Regular MCWDB Youth Committee Meeting
Wednesday	November 18, 2020	9:30 a.m.	Regular MCWDB Meeting
Wednesday	December 2, 2020	9:00 a.m.	Regular MCWDB Executive Committee Meeting
Wednesday	December 9, 2020	9:30 a.m.	Regular MCWDB Youth Committee Meeting
Wednesday	December 16, 2020	9:30 a.m.	Regular MCWDB Meeting
Wednesday	January 6, 2021	9:00 a.m.	Regular MCWDB Executive Committee Meeting
Wednesday	January 13, 2021	9:30 a.m.	Regular MCWDB Youth Committee Meeting
Wednesday	January 27, 2021	9:30 a.m.	Regular MCWDB Meeting
Wednesday	February 3, 2021	9:00 a.m.	Regular MCWDB Executive Committee Meeting
Wednesday	February 10, 2021	9:30 a.m.	Regular MCWDB Youth Committee Meeting
Wednesday	February 24, 2021	9:30 a.m.	Regular MCWDB Meeting
Wednesday	March 3, 2021	9:00 a.m.	Regular MCWDB Executive Committee Meeting
Wednesday	March 10, 2021	9:30 a.m.	Regular MCWDB Youth Committee Meeting
Wednesday	March 24, 2021	9:30 a.m.	Regular MCWDB Meeting
Wednesday	April 7, 2021	9:00 a.m.	Regular MCWDB Executive Committee Meeting
Wednesday	April 14, 2021	9:30 a.m.	Regular MCWDB Youth Committee Meeting

Wednesday	April 28, 2021	9:30 a.m.	Regular MCWDB Meeting
Wednesday	May 5, 2021	9:00 a.m.	Regular MCWDB Executive Committee Meeting
Wednesday	May 12, 2021	9:30 a.m.	Regular MCWDB Youth Committee Meeting
Wednesday	May 26, 2021	9:30 a.m.	Regular MCWDB Meeting
Wednesday	June 2, 2021	9:00 a.m.	Regular MCWDB Executive Committee Meeting
Wednesday	June 9, 2021	9:30 a.m.	Regular MCWDB Youth Committee Meeting
Wednesday	June 23, 2021	9:30 a.m.	Regular MCWDB Meeting

LOCATIONS: Meeting locations may vary. Meeting locations will be identified on meeting agendas (remote participation also available).

NOTE: Agendas are available at least 24 hours prior to each of the above scheduled meetings at the following website: <https://arizonaatwork.com/locations/maricopa-county/local-board/meetings> or in the Human Service Department office, 234 N. Central Avenue, 3rd Floor, Phoenix, Arizona, Monday through Friday, between the hours of 8:00 a.m. to 5:00 p.m.

Approved:

Posted:

Amendments (in red below):

Executive Sessions are always preceded by an open meeting as per A.R.S. §38-431.03, and are held in compliance with one or more of the following statute(s).

A.R.S. §38-431.03.1 - Personnel matters

A.R.S. §38-431.03.2 - Records exempt by law from public inspection

A.R.S. §38-431.03.3 - Legal advice

A.R.S. §38-431.03.4 - Litigation; contract negotiations; settlement discussions

A.R.S. §38-431.03.5 - Personnel matters dealing with employee organizations

A.R.S. §38-431.03.6 - International and interstate negotiations

A.R.S. §38-431.03.7 - Purchase sale or lease of real property

CC: Board Members

Committee Members



MCWDB QUARTERLY REPORT FY20

Program Year 2019-2020

Quarter III

January 1, 2020 - March 31, 2019



Contents

Summary of Progress on Goals - 03

Activities/Actions on MCWDB Required Roles - 04

Anticipated Activities - 07



SUMMARY OF PROGRESS ON MCWDB GOALS

WIOA's Vision:

The workforce system to be characterized by three critical hallmarks of excellence:

1. The needs of business and workers drive workforce solutions;
2. Job Centers provide excellent customer service to jobseekers and employers and focus on continuous improvement; and
3. The workforce system supports strong regional economies and plays an active role in community and workforce development.

Across the system, continuous improvement is supported through evaluation, accountability, identification of best practices, and data driven decision making.

The MCWDB is committed to achieving this vision and ensuring the Maricopa County workforce system empowers job seekers to meet the needs of businesses in Arizona.

Quarter III:

During Quarter III, the MCWDB continued to focus on compliance of the Maricopa County workforce development local area through, working to resolve outstanding conflict of interest issues, increasing direct communication with the Board of Supervisors and elevating unresolved compliance issues in efforts to obtain a prompt resolution and ensure re-certification of the MCWDB.

In addition, the MCWDB discussed a business case for an alternate board structure that would aid in solving some of the ongoing conflict of interest issues and allow the MCWDB to explore other funding opportunities that would not be available otherwise.

Through a [presentation](#) provided to the MCWDB, the MCWDB heard of the pros and cons of a 501-(c)3 structure and initial steps to becoming a 501-(c)3 and after consideration voted to initiate the process.



Compliance Workgroups



To help the MCWDB carry out their functions, the MCWDB Chairman, appointed two (2) committees. One to help coordinate a Maricopa County response to the State in relation to the Department of Labor Audit that occurred in the early summer of 2019; and another to assist in the performance evaluation and potential renewal of the One Stop Operator.

Audit Committee

Comprised of board members and Maricopa County leadership, the Audit Committee was tasked primarily to resolve the Department of Labor Audit report findings. State representatives and WDB staff also attended meetings to provide technical assistance to the committee, and to ensure the committee's main objective was achieved, which is to ensure full local area compliance with WIOA, re-certification and transparency to the public.

In quarter III, it was recommended that the Audit Committee be dissolved due to a standstill of no progress. Further, the MCWDB would pursue additional assistance in finding resolve by elevating the issue to the State and appropriate officials. The MCWDB has reiterated their commitment in finding a resolution to ensure the re-certification of the MCWDB, and is committed to working with all parties involved.



One Stop Operator Committee

The One Stop Operator Committee, comprised of board members met several times to evaluate and better understand the current One Stop Operator contract as well as, envision improvements and enhancement to a subsequent request for proposal (RFP). In addition, the Committee looked at developing a reporting dashboard that would better identify the One Stop Operator progress on deliverables, and help with reporting back to the MCWDB. Equally important, the Committee conducted best practice research on One Stop Operators within Arizona and the Nation, to ensure that future contract iterations are based on evidence and best practices.

In quarter III, the One Stop Operator Committee recommended to the MCWDB, the approval of the last extension of the One Stop Operator contract (2020-2021). The MCWDB accepted the recommendation and approved the extension in February. In addition, the Committee will begin planning the full RFP of the One Stop Operator and anticipates gathering all title partners and stakeholders to ensure everyone's voice is present in the development of the RFP.

Activities on MCWDB Required Roles



STRATEGIC FUNCTIONS



Workforce Research and Regional Labor Market Analysis



Negotiation of Local Performance Accountability Measures



Budget and Administration



Career Pathways Development

- Conducted monthly MCWDB budget financial reviews with Fiscal Agent to ensure open communication and proper management of WIOA funds.
- Conducted monthly meetings with City of Phoenix WDB Leadership to discuss regionalism and alignment.
- Conducted workforce research and labor market analysis.
- Ongoing collaboration with all workforce development local area stakeholders to ensure compliance.
- Approved the FY21 MCWDB Budget as recommended by the Maricopa County Finance Department Director.
- Received and reviewed a [Quarterly Title-IB report](#) to gauge quarterly local performance.



SYSTEM CAPACITY BUILDING



Proven and Promising Practices



Convening, Brokering, Leveraging Local Stakeholders



Employer Engagement

- Review of workforce development board national best practices and trends for MCWDB structure.
- Ongoing efforts to solicit and refer potential board member candidates to the Board of Supervisors based on vacancies and needs of the MCWDB.
- Working with various State and Local stakeholders to respond to the Department of Labor Audit and conduct best practice research to ensure the proper firewalls and structure are in place to reach board certification and full compliance with WIOA.
- Approved Quality Workforce Workgroup recommendations on the selection criteria resulting in [83 target occupations](#), recommendation to fund only target occupations for occupational skills training and apprenticeships, and a tiered approach for ITA limits (\$3,000, \$5,000, \$7,000) for adults and youth, The recommendations were approved to start on July 1st, 2020.



SYSTEM ALIGNMENT & EFFECTIVE OPERATIONS



Technology



Coordination with Education Providers



Program Oversight



Accessibility for individuals with Disabilities



Selection of Operator and Providers

- Keeping abreast of technology initiatives throughout the State with potential for regionalism and partnership.
- Ongoing meetings with Career Service provider to ensure system and program oversight, alignment; and open and transparent communication.
- Continued oversight on One Stop Operator deliverables.
- Ensure proper measures and reporting are taking place operationally during COVID-19 pandemic.

One Stop Operator Progress and Workforce System Performance Reporting



- Completed revisions to the integrated service delivery plan for referrals process map and customer referral service request.
- Development of Google forms to replace current customer intake forms provided.
- Development of customer entry point processes.
- Finalized ETPL Assessment of the MCWDB priority industry sectors and target occupations.
- Continued partner coordination including with AZ Coalition of military families.
- Completed program partner dashboards and referral portals by location.
- Initiated testing phase for customer referrals.
- Created performance platform to report Workforce System quarterly performance: <https://sites.google.com/view/mcwdbperformancedash/program-dash>

Anticipated Activities

In the upcoming quarters, the MCWDB with the support of their staff will continue to focus on compliance of the local area, outcome and performance to ensure resources are being maximized, the required 13 functions of the MCWDB and the goals of the finalized strategic plan.

MCWDB Activities include, but are not limited to:

- Board Member Engagement
- Response and Solution to the Department of Labor Audit
- Final revisions to the Shared Governance Agreement, Bylaws and Career Service Agreement
- Continued MCWDB Policy Development
- Planning and Revisions to the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA)
- Planning and Development of a Request for Proposal for a 2021 One Stop Operator
- Adult Education Applications Review for Title II Funding (Adult Education and Literacy)
- Strategic Plan Goals implementation and Relaunch of Strategic Workgroups
- Contract Evaluations of Metrics and Performance
- Continued Management of the Current One Stop Operator
- Oversight of Workforce Development System Activities
- Annual Board of Supervisors Briefing and Improvement of Ongoing Communication

Supporting the Mission

To provide regional leadership and fiscally responsible, necessary public services so that residents can enjoy living in a healthy and safe community.

Maricopa
County



CONTACT US

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DEVELOPMENT BOARD

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**WORKFORCE DEVELOPMENT BOARD
BUDGET FY 2020
YTD APRIL 2020
UNIT 2250**

WDB-FY20	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	APR YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED
TOTAL COSTS	633,169	25,705	42,706	32,143	48,411	47,756	45,214	51,382	53,698	38,976	25,192	59,094	111,304	411,182	581,581	51,588	65%
Fund - 222	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	APR YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED
PERSONNEL																	
REGULAR SALARIES	218,698	16,694	16,694	16,694	16,694	16,694	25,042	16,694	16,694	16,694	15,907	16,726	11,150	174,504	202,380	16,318	80%
TAXES	16,732	1,196	1,196	1,196	1,196	1,196	1,835	1,196	1,185	1,185	1,133	1,280	853	12,515	14,647	2,085	75%
RETIREMENT	26,486	2,022	2,022	2,022	2,022	2,022	3,033	2,022	2,022	2,022	1,686	2,025	1,350	20,892	24,268	2,218	79%
MEDICAL	35,568	2,964	2,964	2,964	2,964	2,964	2,964	2,964	2,964	2,964	1,976	1,976	1,976	28,652	32,604	2,964	81%
INDIRECT COSTS	66,239	2,761	7,633	4,886	5,093	5,093	7,313	5,093	5,091	5,091	4,611	4,900	3,418	52,666	60,985	5,254	80%
UNEMPLOYMENT & WORKERS' COMP	891	67	67	67	67	67	67	67	67	67	67	67	67	673	807	83	76%
TUITION REIMBURSEMENT	-	-	-	-	-	-	2,205	-	453	-	-	2,048	544	2,658	5,250	(5,250)	0%
TOTAL PERSONNEL	364,614	25,705	30,576	27,830	28,037	28,037	42,458	28,037	28,476	28,023	25,380	29,022	19,359	292,560	340,941	23,673	80%
SUPPLIES																	
OFFICE SUPPLIES	2,300	-	-	235	-	-	-	-	118	100	-	-	-	454	454	1,846	20%
POSTAGE	-	-	1	-	-	7	-	-	-	-	-	-	-	8	8	(8)	0%
PRINTING (COPIER)	-	-	-	-	-	-	-	1,626	-	-	-	3,869	650	1,626	6,145	(6,145)	0%
PARKING STICKERS/GARAGE	200	-	4	-	164	-	-	-	-	-	-	-	-	168	168	32	84%
CELL PHONES	1,500	-	-	-	306	146	146	152	128	-	66	292	292	942	1,527	(27)	63%
FOOD SUPPLIES	1,000	-	-	-	-	-	-	-	21	-	-	-	-	21	21	979	2%
TOTAL SUPPLIES	5,000	-	5	235	469	153	146	1,778	267	100	66	4,161	943	3,219	8,323	(3,323)	64%
TRAVEL & TRAINING																	
TRAVEL	24,000	-	-	2,153	394	430	2,609	1,076	-	10,853	(255)	(255)	-	17,261	17,007	6,993	72%
TOTAL TRAVEL	24,000	-	-	2,153	394	430	2,609	1,076	-	10,853	(255)	(255)	-	17,261	17,007	6,993	72%
CONTRACTS & SERVICES																	
ONE STOP OPERATOR	198,619	-	9,480	-	11,511	18,136	-	20,491	24,955	-	-	23,044	91,002	84,573	198,619	(0)	43%
WIOA NETWORK SERVICES	7,186	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7,186	0%
STRATEGIC PLANNING	33,750	-	-	-	8,000	-	-	-	-	-	-	-	-	8,000	8,000	25,750	24%
ASSOCIATION/MEMBERSHIPS	-	-	2,644	1,925	-	1,000	-	-	-	-	-	3,122	-	5,569	8,691	(8,691)	0%
TOTAL SERVICES	239,555	-	12,124	1,925	19,511	19,136	-	20,491	24,955	-	-	26,166	91,002	98,142	215,310	24,245	41%
TOTAL COSTS	633,169	25,705	42,706	32,143	48,411	47,756	45,214	51,382	53,698	38,976	25,192	59,094	111,304	411,182	581,581	51,588	65%

MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD

One stop Operator Report

Report Type: Other

Reporting Period: 04-01-2020 – 04-30-2020

Provide a brief summary, including highlights:

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

Describe actions taken:

REQUIRED WIOA PROGRAMS COLLABORATION GROUP BI-MONTHLY SESSIONS

• **04.02.2020 BI-MONTHLY SESSIONS' KEY GOALS, DELIVERABLES AND OUTCOMES**

- Order to social distance March 11, 2020 placed this session's original goals and deliverables on hold to facilitate a group discussion on how Program Partners (Partners) are managing the sudden change to their program's operations, how they serve and provide services to customers and employers. As these sessions are attended by Partners who are leaders and represent each of the six required WIOA programs including Partners who are also leaders and represent TITLE I-B's Business Service and Training.
- The goals and deliverables for 04.02.2020 session were:
 - Create awareness across the local area workforce systems by assessing how Partners are serving customers and employers, current methods for delivering services to customers and employer plus identify gaps and barriers the One-Stop Operate (OSO) can support and remedy with MCWDB approval and guidance.
 - The approach to accomplishing 04.02.2020 session's goals and deliverables was by facilitating a virtual group discussion (all in-person group sessions cancelled) around the following questions:
 - ▶ Please describe your current work environment include any barriers or concerns.
 - ▶ Please describe or share current practices or tools being used to interact with partners, staff and customers include any barriers or concerns.
- The results of the virtual group discussion were exceedingly informative as the Partners communicated their current approach to operations, serving customers and employer, how delivery of services are being managed including current barriers or concerns because of COVID-19 rules and restrictions key areas topics shared by Partners:
 - TITLE II Adult Education concerns about quarterly and annual WIOA performance reporting. Measurable Skills Gained (MSG) is required as one of WIOA program's key primary indicator of performance, which can only be measured if a customer completes testing while being observed in-person and at a designated test site.
 - How TITLE III Employment Services and TITLE I-B programs are managing to serve customers coming into the career centers that need guidance on filing for unemployment or require access to the career centers resource room for job search purposes, etc.

- All Partners questioning how policy and regulation may be restricting customer's access to support service funding, including the type of customers needing support services rapidly due to COVID-19.
 - TITLE II informed Partners that there is a critical need to increase awareness about support and employment opportunities for TITLE II Adult Education customers who are studying to attain a high school equivalency. This is critically needed as this population may be the most affected WIOA program customer-base impacted by the rapid layoffs and downsizing.
- Informed Partners the virtual dashboard site is ready and live for Partners actively involved in the bi-monthly Collaboration Group Sessions only.
- Conducted a demo of the virtual dashboard site and outlined the benefits and features:
 - A virtual collaboration tool designed exclusively for each of the six required WIOA Program Partners, leaders and stakeholders.
 - A virtual collaboration tool that is accessible to all required WIOA Partners, leaders and stakeholders.
 - Partners are responsible for managing the content designated to their program
 - Provides Partners, leaders and stakeholders a singular location for accessing content or performing actions on a platform that was jointly created and managed by Maricopa County's workforce system programs and partners.
 - A virtual tool managed and created by the local area OSO, providing Partners the opportunity to share enhancements or changes to the virtual dashboard site. These changes will be completed timely and to meet the needs of the Partners.
 - Allows access to the Partners' jointly-design integrated service delivery approach to the first customer referral request platform and includes processes accessible to all required WIOA Program Partners. The platform was completed early March and ready to pilot with customers, but put on hold due to COVID-19.
- Created a mock-up of the Virtual Resources & Tools Dash, which is housed on the virtual dashboard site. This new feature was developed to:
 - Provide an immediate resource designed exclusively for the WIOA required Partners that provides access to resources and tools that are aligned with Partners' immediate demand to change, not only how they do business, but where they conduct business as well.
 - Include virtual resources and tools beyond video and phone conferencing for instances, seeking virtual resources and tools in areas like productivity, career readiness, hosting live virtual events for customers and employers, etc.
 - Inform Partners the OSO is reviewing each virtual resource and tool for costs, capacity of use, user friendliness and learning curve.
- OSO offered to support Partners by vetting or providing recommendations on virtual resources and tools that support customers, employers and service delivery. OSO also offered to navigate the learning of the virtual resource or tool on behalf of the Partner to support facilitation, learning, adoption and application of virtual tool or resources (upon request and approvals).

- **04.16.2020 BI-MONTHLY SESSION'S KEY GOALS, DELIVERABLES AND OUTCOMES**

- The OSO is committed to coordinating the delivery of services provided by the required WIOA Partners and ensure the services provided are accessible to customers and employers. The session's goals and deliverables were to expand on efforts to support the Partners demand to change their approach to operations, serving customers and employers including service delivery long-term, now that the impending reality of virtual methods for conducting business and social distancing are here to stay:
 - Shared four evidence-based practices for conducting customer interactions virtually that are practiced and applied by professionals in the Telehealth industry. An industry that has been providing patient care virtually for almost a decade.
 - Performed live demos of Workforce Solutions of Central West Texas and Michigan Works Southeast websites. The purpose of these demos was to show Partners how other local area's are responding to customer and employers needs virtually due to COVID-19, and facilitate recommendations for Partners to consider for their own customer and employer-facing virtual sites:
 - Recommended consistent messaging about the current state of Program Partners' daily operations, available services and instructions on how to access services of Partners for support across all websites. All virtual Partners' program platform information is showing and available for customers and employers to access and view.
 - COVID-19 customer or employer-facing content on-site is simple to locate, easy to understand.
 - Site provides a clear call to action on how a customer or employer can interact with a Partner or services available.
 - Facilitated a group discussion around the questions below. The OSO shared a virtual resource or tool for each question discussed:
 - How are we providing services to special populations or complex learners virtually?
 - How are you supporting individuals with minimal experience with computers?
 - How we are serving customers with language barriers?
 - Are you aware of current WIOA state and federal policies and regulation because of COVID-19?

VIRTUAL COLLABORATION EFFORTS

- Announced to the Partners that the virtual collaboration dashboard site and customer referral request platforms are live and ready for Partner use (starting with the Collaboration Group members only).
- Requested Partners participation in ranking a listing of recommended names to name the virtual collaboration dashboard site via an opinion poll. Poll results showed Partners ranked the recommended name PartnerLink the highest. All updates to reflect the virtual dashboard site's new name are complete.
- The Virtual Resources and Tools Dash is a new feature on PartnerLink and response to COVID-19 demand for social distancing.
- Assessed the Federal Departments' rapidly releasing exceptions to the WIOA grant regulation, performance reporting, etc. due to COVID-19; plus the AZ DES, Maricopa County, AZ ED and more have essential content on their sites in response to COVID-19. To support Partners' immediate need to access information on COVID-19, a

new feature was added to PartnerLink called the COVID-19 Resource, providing Partners a tool that provides federal, local and state COVID-19 response sites and content including content relevant to a customer's, employer's or Partner's well-being and sustainability.

- Developed a revisions database for PartnerLink Site Revisions containing quick links to the areas of PartnerLink site requiring Partner review, verification and feedback. This database also contains a link to a form allowing Partners to respond quickly to the site revision requests. Partners received three weeks to respond to the initial site revision request. Partners who do not respond to the site revisions will have their program's information page deactivated until further notice is received.
- Developed a New User form to track individuals entering the PartnerLink site for the first time.

PERFORMANCE REPORTING & PRIMARY INDICATORS OF PERFORMANCE FOR WIOA REQUIRED PROGRAMS

- OSO was tasked with conducting an overview on Partner's current approach to performance reporting and provide recommendations on how WIOA performance reporting can be streamlined and presented going forward for 04.22.2020 full board meeting. The following listing are tasks and deliverables completed and shared to the full board during 04.22.2020 board session:
 - Extensive research on each required WIOA program's performance reporting requirements, primary indicators of performance and regulation completed.
 - Shared an overview of each required WIOA programs, performance reporting requirements and primary indicators of performance per federal regulation for board review and comment.
 - Accomplished efforts to collect each required WIOA programs Q1 and Q2 for PY 19-20 current performance reporting results.
 - Completed a visual overview of each required WIOA program's current performance reporting approach and primary indicators of performance.
 - Informed board members that starting in PY 20-21, the Federal Departments are planning to hold the local areas accountable for their WIOA Program's negotiated level of performance. So if performance failure occurs in two consecutive program years, the Federal Departments will apply sanctions.
 - Shared the key reasons for the "baseline" designation to appear under a WIOA program's primary indicator of performance for a program year.
 - Recommended to full board that at minimum, the OSO seeks to convene key board members, contributors and WIOA Program Leaders to facilitate a joint collaboration to focus on:
 - Primary indicators of performance and assess the commonalities among other WIOA required programs.
 - Discuss an approach or plan to align performance reporting terminology and requirements, including a timely approach to collect each required WIOA program's quarterly performance results.
 - Recommended to full board to consider implementing a work group responsible for the oversight and management of Maricopa County's workforce programs to ensure continuous quality improvements occurring regularly and that MCWDB is adhering to performance reporting regulation and requirements, identifying new areas of performance reporting, etc.

- Presented to full board an approach to monetizing performance result per Michigan Works annual report that includes a cost effectiveness analysis that calculates the required WIOA programs ROI, cost per dollar earned and cost by category of service.
- Designed and developed a virtual dashboard site named The Maricopa County Workforce Board's Workforce Programs Performance Dash. The purpose of this virtual dashboard site is to:
 - Provide an automated and real-time view of Maricopa County's workforce program's performance; including a single destination to access resources, learning and tools relating to WIOA performance reporting requirements, the primary indicators of performance and more.
 - Provide a singular location to view each workforce program's performance visually and provide access to a copy of the program's original performance report available for download.

ELIGIBLE TRAINING PROVIDER LIST (ETPL)

- The Maricopa County Community College District (MCCCD) is currently assessing an approach for cleaning-up each Maricopa Community College's ETPL program listing and has requested MCWDB support and guidance. Actions completed in April were:
 - Initial meeting with MCCCD Partners overseeing the college's ETPL clean-up. The purpose of this meeting was for the OSO to assess the level and type of support needed and found that the MCCCD is seeking guidance on MCWDB's priority industry sectors and target occupations to align MCCCD colleges' current and future ETPL programming. The goal of MCCCD is to:
 - To develop an approach to educating Partners' understanding on opportunities and outcomes for customers pursuing career training offered by the community college, including the benefits beyond training that community colleges offer a customer as they seek career training.
 - Improve communication and relationship with the WIOA Partners.
 - Identify a resource or point of contact that can facilitate guidance and support on ETP policy, regulation and reporting.
- OSO provided a listing of resources and materials and references to respond to ETPL inquires and encouraged this information to be shared with everyone involved in clean-up. OSO also scheduled a reoccurring meeting to provide guidance on MCCCD's ETPL program clean-up initiative.

TECHNICAL ASSISTANCES & SUPPORT FOR MCWD STAFF, MEMBERS INCL. YOUTH COMMITTEE MEMBERS, PROGRAM PARTNERS & OTHER KEY AFFILIATES

April's request for technical support and assistances covered the following topics:

- ETPL regulation on allowable programs.
- ETPL Training Provider performance reporting requirements, waivers, and inquiry around WIOA regulation violating FERPA regulation (the answer is no).
- A breakdown and understanding on how the ARIZONA@WORK system works, for example: Why is AZ DES both ARIZONA@WORK and Maricopa County?
- Details on required WIOA programs, customer intake process and required documentation.

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.

*Remember to attach this document to your email. Submit questions to staff via email at: mcwdb@maricopa.gov



2019-2020 Maricopa County Workforce Development Board Membership

Total Current Seats: 19

Seats Occupied: 16

Seats Vacant: 3

Business, at least 51% Per Section 107 (b)(2)(A) & Bylaws Article VI, Section 1 (F)(1)(2)(3)(4)								#	%	Ideal
Name	Affiliation	Title	Membership (Small Business at least 2)	Term End	Other/Notes					
1	Angie Ferguson	Northern Trust	HR Manager	Financial Services	6/30/2020	Not renewing	8	42%	51%	
2	Mark Wagner	The Hartford	Vice President of Learning	Insurance and Financial Services	6/30/2021					
3	Neal Dauphin	Contracted Driver Services	Director of Sales	Transportation	6/30/2022					
4	Thomas Jenkins	Advanced Business Learning	President & CEO	Private Education (Small Business)	6/30/2020	Term Renewal Submitted				
5	Mark Lashinske (Chairman)	Modern Industries	VP of New Product Development	Manufacturing, Aerospace & Defense	6/30/2021					
6	Matthew Mcguire	Arizona Healthcare Collaborative	Executive Director	Healthcare	6/30/2023					
7	Vanessa Andersen	Rummel Construction, Inc.	Human Resources Manager	Construction	6/30/2021					
8	Loren Granger	Bank of America	AVP Corporate Recruiter	Business	6/30/2023					
9	Vacant			Business		Vacant as of 03/25/2020				
10	Vacant			Small Business		Vacant as of 09/19/2018, waiver requested				

Workforce, at least 20% Per Section 107 (b)(2)(B) & Bylaws Article VI, Section 1 (G)(1)(2)(3)(4)								#	%	Ideal
Name	Affiliation	Title	Membership	Term End	Other/Notes					
1	Shawn Hutchinson	Phoenix Electrical JATC	Apprenticeship Program Director	Labor Organization	6/30/2022		3	16%	20%	
2	Stan Chavaria	United Food & Commercial Workers - Local 99	Secretary-Treasurer	Labor Organization	6/20/2023					
3	Tina Drews	Salt River Project	Director, Talent Management	Apprenticeship	6/30/2022					
4	Vacant			Community Based Organization	6/30/2021	Vacant as of 05/06/2020				

Education & Training, Per Section 107 (b)(2)(C) & Bylaws Article VI, Section 1 (H)(1)(2)(3)(4)(5)								#	%	Ideal
Name	Affiliation	Title	Membership	Term End	Other/Notes					
1	Elizabeth Cole	Rio Salado College	Program Director - Outreach and Partnerships	Core Partner - Adult Education & Literacy - Title II	6/30/2021		2	11%		
2	Julie Stiak	Maricopa County Community College District	District Director - Workforce Strategies	Higher Education	6/30/2020	Not renewing				

Governmental, Economic, and Community Development, Per Section 107 (b)(2)(D) & Bylaws Article VI, Section 1 (I)(1)(2)(3)(4) and (J)								#	%	Ideal
Name	Affiliation	Title	Membership	Term End	Other/Notes					
1	Chris Tafoya	AZ DES Administration	Deputy Administrator	Core Partner - ES Wagner-Peyser Act - Title III	6/30/2021		3	16%		
2	Gregg Ghelfi	Maricopa County IDA	Business Development Officer	Economic and Community Development	6/30/2020					
3	Charisse Ward	AZ DES Vocational Rehabilitation	VR Unit Supervisor	Core Partner - Vocational Rehabilitation - Title IV	6/30/2021					

*Quorum 11

Current Seats Occupied	16
Total Seats	19

A proud partner of the americanjobcenter network

Equal Opportunity Employer / Program. Auxiliary aids and services are available upon request to individuals with disabilities.

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.

Note: Appointments/Resignations are effective upon Board of Supervisors approval.



Martin D. @WORK

Maricopa County Title1B Service Provider Update

Relocation of East Valley Career Center

Background

- The current lease for East Valley Career Center expires in June 2021
- Asking for approval to begin research and space search for new facility in area with greater client need
- Comprehensive Career Centers: County has (2) centers serving the East and West Valley.
- Current EVCC location: Located in Gilbert; leased since 2007. Located in an area not conducive to client need based on the past few years of client demographics

Need for Relocation

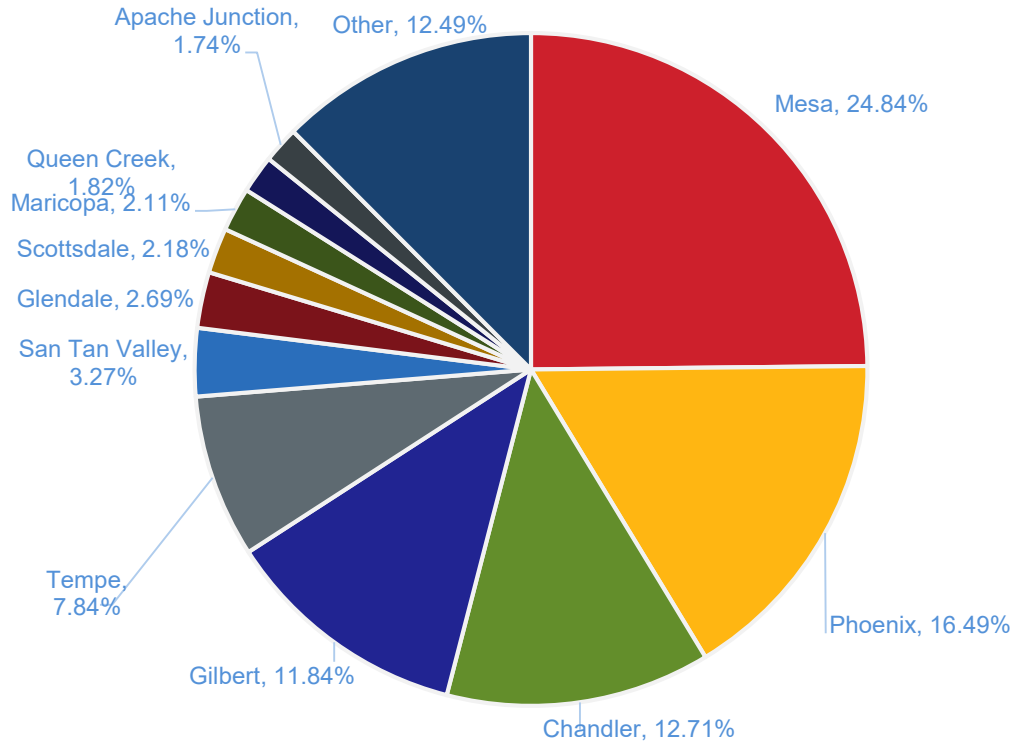
- Based on the past few years of client demographics, the data shows that:
 - Client count displays greatest number of participants live in Mesa
 - Poverty map shows greatest need in East Valley is in Mesa
- Ensure there are multiple bus routes and light rail stops within the area of greatest client need

Key Factors in Relocation

- Client data
- Poverty data
- Public accessibility
- Facility Space
- Cost

Where our Clients Live

Proportion of EVCC Clients, PY19 YTD

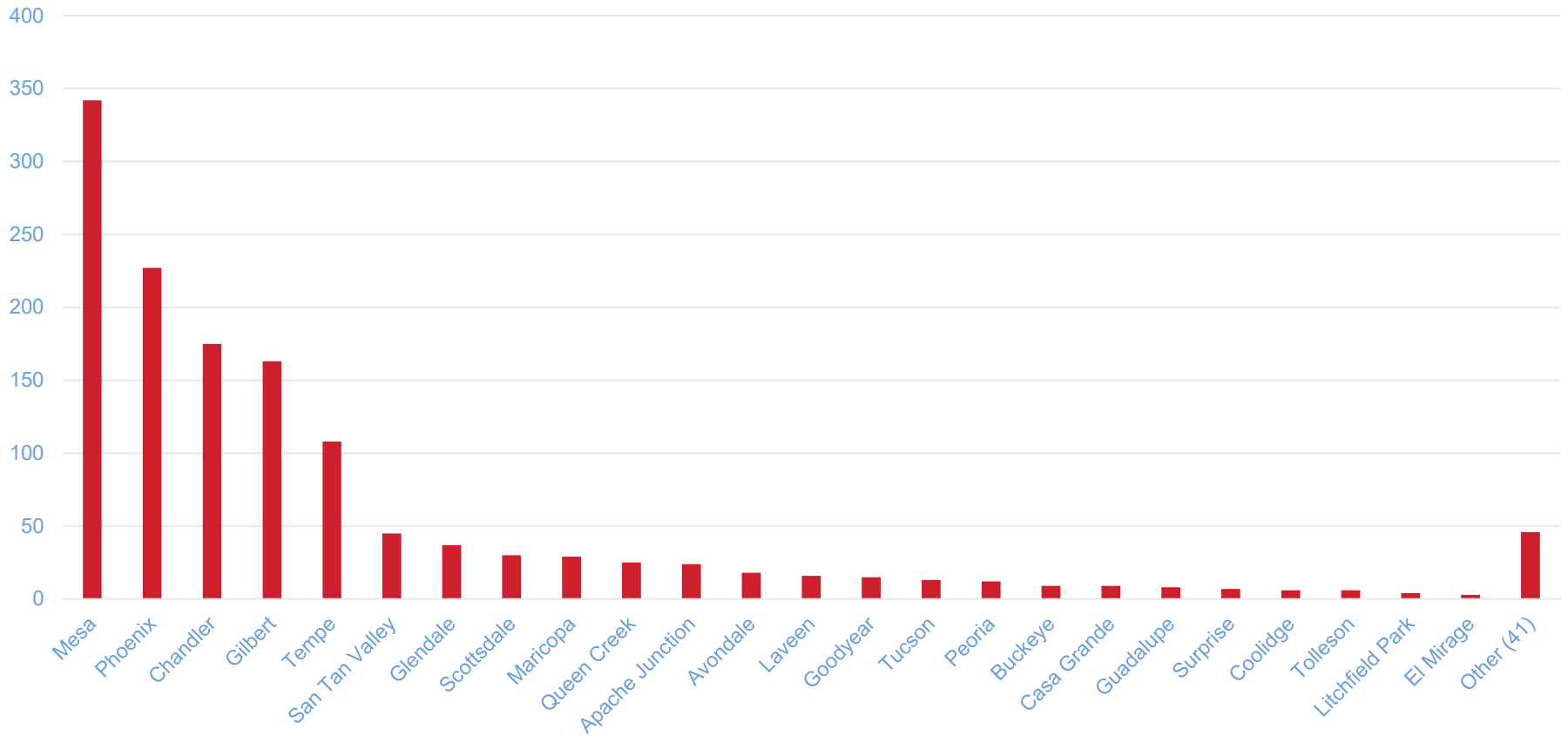


City	Count	Percent
Mesa	342	24.84%
Phoenix	227	16.49%
Chandler	175	12.71%
Gilbert	163	11.84%
Tempe	108	7.84%
San Tan Valley	45	3.27%
Glendale	37	2.69%
Scottsdale	30	2.18%
Maricopa	29	2.11%
Queen Creek	25	1.82%
Apache Junction	24	1.74%
Other	172	12.49%

EVCC Enrolled Clients Served PY19 YTD
1377

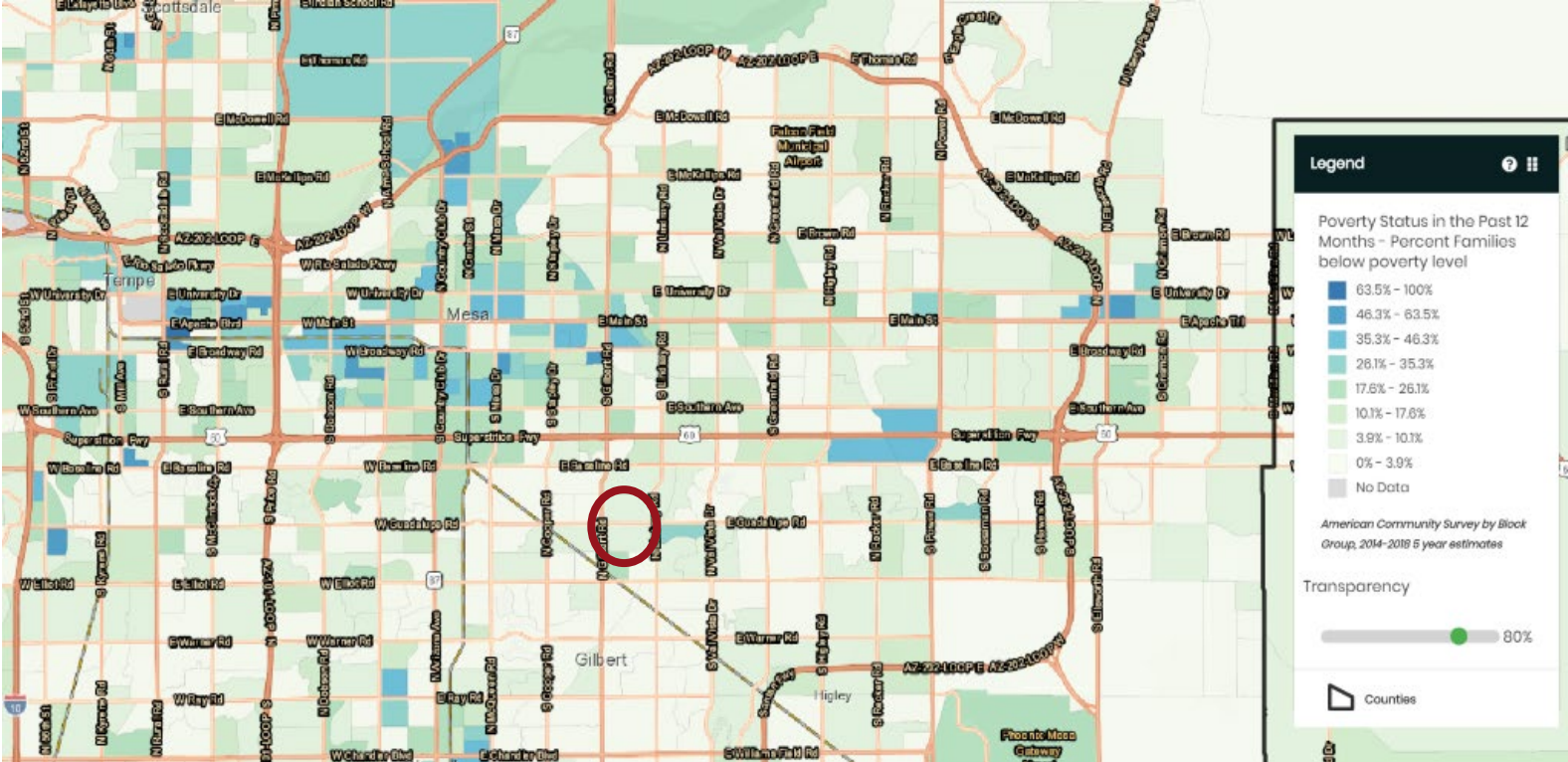
East Valley Participants by City

EVCC Clients by City/Town/Area (WIOA Enrolled, PY19 YTD)



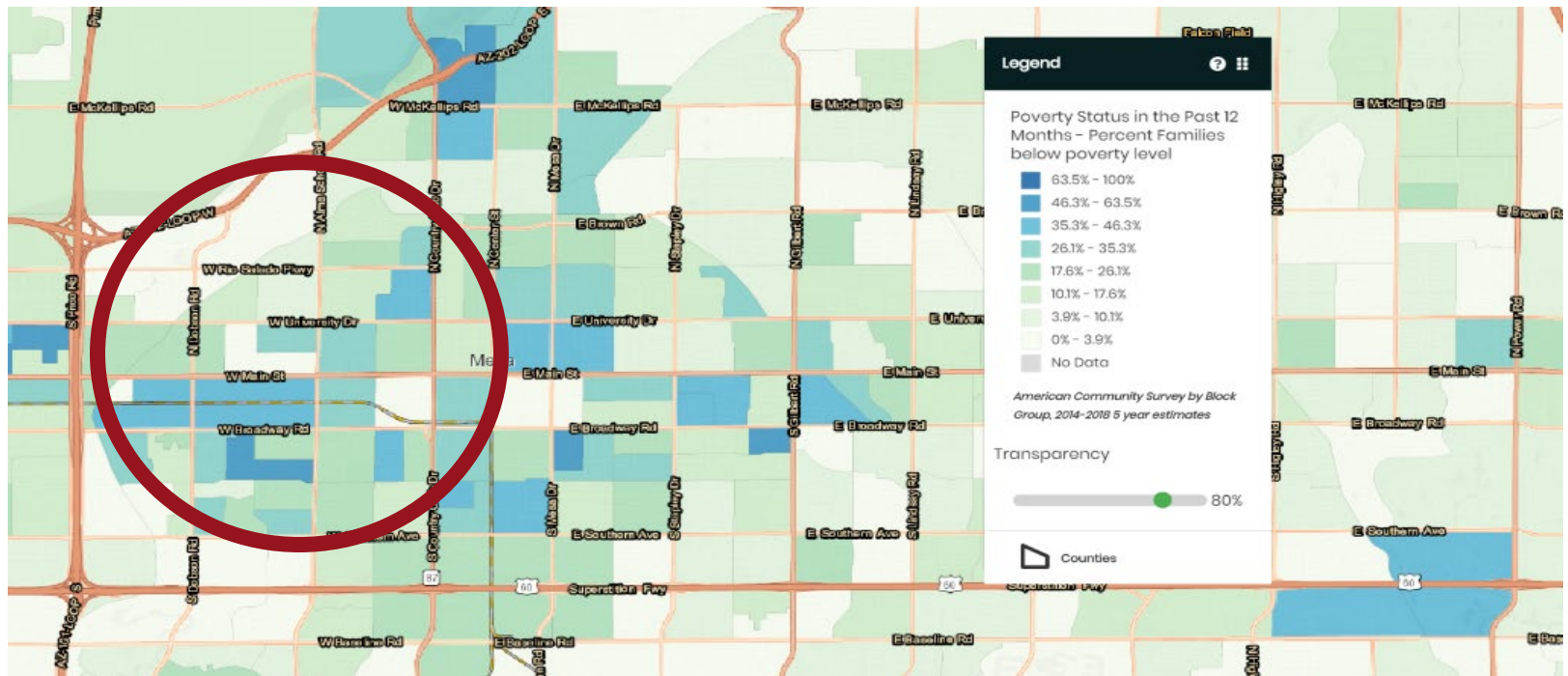
Poverty Data

- Current location shows poverty status of families below the poverty level is between 3-10%



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)



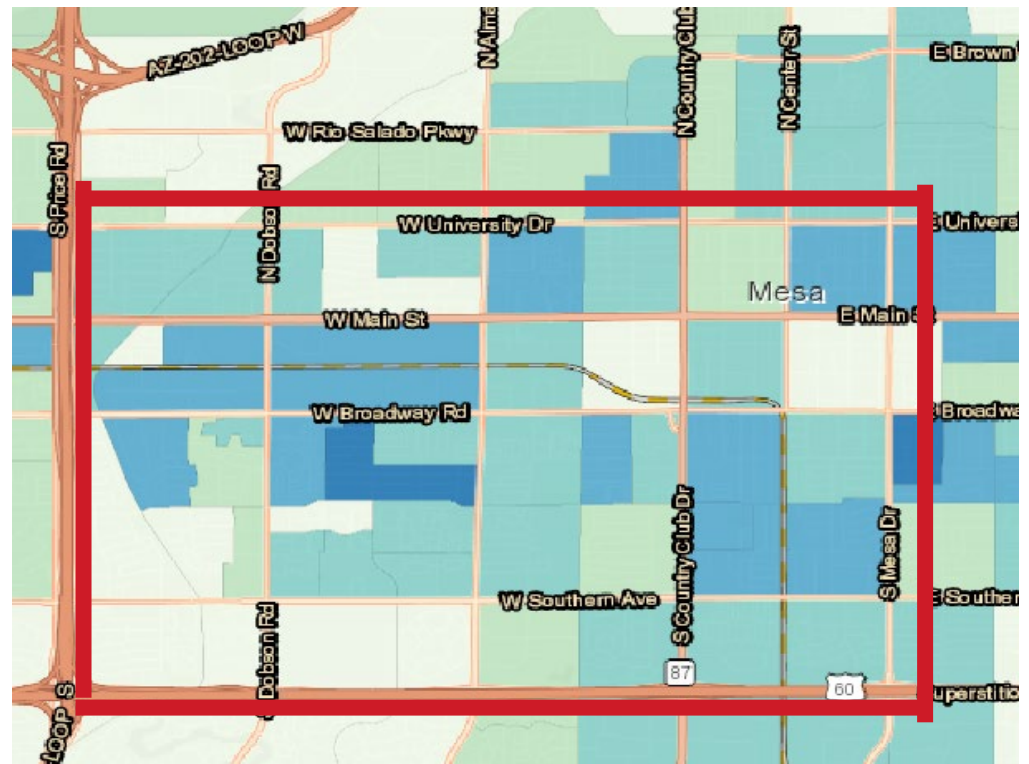
Client Accessibility

- Multiple bus routes and light rail stops throughout the suggested relocation area



New Location Area

- New location search will begin from
 - 60 to University (North and South boundaries)
 - 101 to Mesa Drive (East and West boundaries)
- New facility will have sufficient space for staff, job seeker, and employer needs
- Goal is to reduce overall facility cost



Questions and Answers



Thank You!