



**NOTICE OF PUBLIC 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, February 16, 2023 – 9:30 a.m.

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

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

The Agenda for the meeting is as follows:

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

1. Call to order.

2. Roll Call.

3. Welcome and Opening Remarks.

4. Consent Agenda.

For Possible Action.

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

- a. Meeting Minutes: December 1, 2022*
 - b. Fiscal Report*
 - c. Executive Director's Report*
 - d. MCWDB Strategic Plan: Progress Report*
 - e. MCWDB 2nd Quarter Report*
 - f. Monthly Careers Pathway Strategist Report*
 - g. Title 1B 2nd Quarter Report*
 - h. One-Stop Operator PY2022 1st Quarter Report*
-

5. Chair Report.

Discussion Only.

6. Community Impact Statements.

- a. MCWDB Business Success Story*
-

NEXT MCWDB COMMITTEE MEETING: APRIL 20, 2023

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.

7. Information/Discussion Only.

- a. MCWDB Training: Title IB*
- b. Service Provider Update
- c. Arizona Healthcare Association Presentation*
- d. 2023 Arizona Workforce Summit Update*
- e. FY23 MCWDB Committee Membership/Appointments Update
 - i. Marketing and Outreach Committee Appointment
 - Kathryn “Che” Collins, Director of Training & Talent, Habitat for Humanity (Board Member)
 - ii. Employer Connection Committee Appointment
 - Jacob Evenson, Business Manager, Boilermakers – Local 627 (Board Member)
 - iii. Youth Committee Appointment
 - Nancy Stanford, Market Human Resources Manager, Marriott Hotels (Non-Board Member)
- f. MCWDB Committee Updates
 - i. Executive Committee
 - ii. Marketing and Outreach Committee
 - iii. Employer Connection Committee
 - iv. Youth Committee

8. Call to Public.

9. Adjourn.

NEXT MCWDB COMMITTEE MEETING: APRIL 20, 2023

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Consent Agenda.

Meeting Minutes



MINUTES OF PUBLIC MEETING OF THE MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD

Thursday, December 1, 2022 – 9:30 a.m.

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

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

Members Present: Angela Creedon, Bonnie Schirato, Darcy Renfro, Elizabeth Valdez, Gregg Ghelfi, Grenee Martacho, Ismial Rangel, Jason Walker, Konrad Robichaud, Leah Hill, Loren Granger, Marcia Veidmark, Matthew Clark, Scott Holman, Scott Sudhalter, Steve Navis, Subhash Chandra

Members Absent: Che Collins, Joe Veres, Noelle Trinder, Shawn Hutchinson, Tina Drews

MEETING

Call to Order.

Chair Leah Hill called the meeting to order at 9:34 a.m. and requested a roll call.

Roll Call.

MCWDB Management Analyst Nancy Avina took the roll call. A quorum was present.

Welcome and Opening Remarks.

Chair Hill read the MCWDB's vision, values, and goals.

Consent Agenda.

- a. Meeting Minutes: October 20, 2022
- b. Fiscal Reports
- c. MCWDB Executive Director Report
- d. MCWDB 1st Quarter Report
- e. Title 1B 1st Quarter Report

MOTION: Chair Hill asked for a motion to approve consent agenda items. Gregg Ghelfi made a motion; Angela Creedon seconded the motion.

All in favor vote held:

In favor: Angela Creedon, Bonnie Schirato, Darcy Renfro, Elizabeth Valdez, Gregg Ghelfi, Grenee Martacho, Ismial Rangel, Jason Walker, Konrad Robichaud, Leah Hill, Loren Granger, Marcia Veidmark, Matthew Clark, Scott Holman, Scott Sudhalter, Steve Navis, and Subhash Chandra

Opposed: None

Abstained: None

Motion passed.

Chair Report.

No report.

Information/Discussion Only.

a. Service Provider Update

Jared Beard, Workforce Development Division Workforce Assistant Director provided a Service Provider Update to the Board. Below are the highlights from his presentation.

Title 1B 1st Quarter Report Highlights

- Served 2,794 Participants (Increase from last year)
- 83 Smart Justice Participants
- 174 Apprenticeship Participants (All in in-demand industries)
- 45 Youth Participants
- 10 2GEN Participants

Chair Hill inquired as to Mr. Beard's thoughts on the reasons for the participant increases.

Mr. Beard noted that it could be several factors, such as word of mouth, partner referrals, and work towards streamlining internal processes for proficiency.

b. ARPA Presentation

Maricopa County Human Services Department Director Jacqueline Edwards provided the Board with an update on the American Rescue Plan Act (ARPA) funding received by Maricopa County. Below are the highlights of Ms. Edwards update.

- Board of Supervisors previously designated \$31 million in ARPA funding for workforce development.
- Board of Supervisors recently designated another \$12 million in ARPA funding for apprenticeships.
 - Funds available through 2026
 - Will serve 3,000 individuals in apprenticeship programs

MCWDB Vice Chair Bonnie Schirato inquired if the reporting of the \$12 million ARPA funding would be reported separately.

Ms. Edwards noted that it would require separate reporting that would go to the US Department of Treasury rather than the US Department of Labor. Ms. Edwards also noted the quarterly reporting that would be provided to the Maricopa County Board of Supervisors.

MCWDB Member Marica Veidmark thanked Ms. Edwards for the information and inquired as to how the \$12 million ARPA funding would be divided between the various in-demand industry apprenticeships.

Ms. Edwards noted that the funding would be issued on a first-come, first-serve base, depending on the industry interests of the clients seeking apprenticeship programs.

c. 2023 Central Arizona Annual Workforce Summit

MCWDB Executive Director Steve Clark provided the Board with a brief update on the planning progress of the 2023 Central Arizona Annual Workforce Summit. Below are highlights of Mr. Clark's presentation.

- Summit Purpose
- Identifying the Target Audience
- Event Details (date, location, keynote speaker, panelists, and breakout presenters)
- Event Areas of Focus
- Draft Agenda

Mr. Clark opened the conversation to MCWDB Members for ideas and input.

MCWDB Vice Chair Schirato inquired as to the expected number of attendees and if there is time for people to network.

Mr. Clark noted that as the planning continues, there has been discussion of having larger groups of 200-300 or potentially smaller groups, in addition to building panel discussions into the program for more conversation and interaction. Mr. Clark also noted that MCWDB Members are welcome to join the planning committees (Education/Workforce/Economic Development) for the Summit.

d. Monthly Careers Pathway Strategist Reports

Healthcare Careers Pathway Strategist

MCWDB Healthcare Careers Pathway Strategist Jordan Dodeward provided a summary of her monthly strategist report. Below are the following highlights.

- Ongoing Work
 - Committee Participation Additions
 - AzNA AzAC Workforce MSG – December 1st Summit
- Top Projects
 - Refugees Program
 - Arizona Healthcare Registered Apprenticeship: Simplified Accelerator
 - 50+ In-person; 30+ Virtual; 80+ Total
 - 17+ Interested Employers
 - Part 2 Event: January 24, 2023
- New Connections
 - Pipeline AZ Healthcare Hub

Chair Hill thanked Ms. Dodeward for her work on the refugee program and healthcare accelerator.

In-Demand Careers Pathway Strategist

MCWDB In-Demand Career Pathway Strategist Ron Drake's provided a summary of his monthly strategist report. Below are the highlights from Mr. Drake's report.

- Ongoing Work
 - Committee Participation
 - Continued Research
- Top Projects
- Manufacturing Apprenticeship Convening Event
 - March 2023
 - Save the Date going out this week
 - Flyer to follow with details
- Workforce Development Collaborative

Information/Discussion/Possible Action.

a. One-Stop Operator Procurement Vendor Selection

MOTION: Chair Hill asked for a motion to approve the One-Stop Operator Procurement Vendor Selection as presented. Bonnie Schirato made a motion; Marcia Veidmark seconded the motion.

A Roll Call vote was held:

In favor: Angela Creedon, Bonnie Schirato, Darcy Renfro, Elizabeth Valdez, Gregg Ghelfi, Grenee Martacho, Ismial Rangel, Jason Walker, Leah Hill, Loren Granger, Marcia Veidmark, Matthew Clark, Scott Holman, Scott Sudhalter, and Steve Navis

Opposed: None

Abstained: None

Motion passed.

b. FY24 MCWDB Budget Recommendation

MCWDB Executive Director Steve Clark presented the Board with the FY24 MCWDB Budget Recommendation. Mr. Clark noted that he worked in connection with the MCWDB Fiscal Agent Nicole Forbes and Maricopa County Assistant County Manager Lee Ann Bohn on the presented budget recommendation. Mr. Clark also provided the Board with a timeline of approval by the Maricopa County Board of Supervisors – spring or early summer 2023. Lastly, Mr. Clark summarized the key points of the budget.

- MCWDB Staff (retaining current staffing levels)
- Travel & Training (retain current funding – Annual NAWB Forum and other training opportunities)
- Contracts (increase in new One-Stop Operator contract)

MOTION: Chair Hill asked for a motion to approve the FY24 MCWDB Budget Recommendation as presented. Jason Walker made a motion; Loren Granger seconded the motion.

A In Favor vote held:

In favor: Angela Creedon, Bonnie Schirato, Darcy Renfro, Elizabeth Valdez, Gregg Ghelfi, Grenee Martacho, Ismial Rangel, Jason Walker, Leah Hill, Loren Granger, Marcia Veidmark, Matthew Clark, Scott Holman, Scott Sudhalter, and Steve Navis

Opposed: None

Abstained: None

Motion passed.

Call to the Public.

Chair Hill made a call for public comment. No one spoke.

Adjourn.

Chair Hill adjourned the MCWDB meeting at 10:23 a.m.

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



Consent Agenda.

Fiscal Reports



FY23 WIOA Financial & Budgetary Review





FY23
**WIOA Financial & Budgetary
Review**

Nicole Forbes
Finance & Budget Manager

FY2023 WIOA Budget to Actual

Service Provider Approved Budget \$22,285,720

Expended YTD as of January 31, 2023

\$10,552,636

WDB Approved Budget= \$ 1,118,532

Expended YTD as of January 31, 2023

\$467,656

****In FY23 at minimum \$12,899,881 must be Expended By
June 30, 2023****

69% Expended as of January 31, 2023

WIOA Funding by Category

Fiscal Year 07/01/2022-06/30/2023						
FY23 Service Provider (WDD)						
	FY23 Approved Budget	YTD FY23 AS OF 1/31/2023	% Spent YTD	Forecast	% Forecast	Balance Remaining
Roll Up						
ADULT	13,371,432	7,136,371	53%	11,828,914	88%	1,542,518
DW	1,337,143	428,247	32%	831,443	62%	505,700
YOUTH	7,577,145	2,988,018	39%	5,351,912	71%	2,225,233
Total	22,285,720	10,552,636	47%	18,012,269	81%	4,273,451
Fiscal Year 07/01/2022-06/30/2023						
FY23 Workforce Development Board (WDB)						
	FY23 Approved Budget	YTD FY23 AS OF 1/31/2023	% Spent YTD	Forecast	% Forecast	Balance Remaining
Roll Up						
ADULT	850,084	355,419	42%	571,373	67%	278,711
DW	78,297	32,736	42%	52,626	67%	25,671
YOUTH	190,150	79,502	42%	127,807	67%	62,343
Total	1,118,532	467,656	42%	751,807	67%	366,725





Thank You



**WORKFORCE DEVELOPMENT BOARD
BUDGET FY 2023
YTD Jan 2023**

WDB-FY23	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED
TOTAL COSTS	1,118,532	65,376	60,247	63,519	77,932	73,959	62,452	64,171	86,277	43,467	50,417	51,782	57,287	467,656	751,807	348,225	42%
Fund - 222	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED
PERSONNEL																	
REGULAR SALARIES	477,600	43,641	41,759	39,943	20,582	32,171	31,638	31,639	31,038	31,038	36,312	37,451	37,451	241,373	414,664	62,936	51%
TOTAL PERSONNEL	477,600	43,641	41,759	39,943	20,582	32,171	31,638	31,639	31,038	31,038	36,312	37,451	37,451	241,373	414,664	62,936	51%
FRINGE BENEFITS																	
TAXES	36,536	3,532	2,936	3,014	1,556	2,425	2,384	2,384	2,374	2,374	2,778	2,865	2,865	18,230	31,487	5,049	50%
RETIREMENT	58,124	5,664	4,713	4,861	2,176	3,915	3,850	3,850	3,777	3,777	4,419	4,558	4,558	29,030	50,119	8,005	50%
MEDICAL	81,792	6,816	6,816	3,408	7,316	2,340	5,680	5,680	5,680	5,680	6,816	6,816	6,816	38,056	69,864	11,928	47%
UNEMPLOYMENT & WORKERS' COMP	2,234	-	-	505	-	-	505	-	-	505	-	-	505	1,010	2,020	214	45%
TUITION REIMBURSEMENT	10,500	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10,500	0%
TOTAL FRINGE BENEFITS	189,186	16,011	14,465	11,788	11,048	8,680	12,419	11,914	11,832	12,337	14,013	14,239	14,744	86,326	153,490	35,696	46%
INDIRECT COSTS																	
INDIRECT COSTS	145,696	-	3,501	9,854	3,810	1,358	17,730	3,399	-	-	-	-	-	39,652	39,652	106,044	27%
TOTAL INDIRECT COSTS	145,696	-	3,501	9,854	3,810	1,358	17,730	3,399	-	-	-	-	-	39,652	39,652	106,044	27%
TRAVEL & TRAINING																	
TRAVEL	35,000	306	162	-	-	134	351	15,626	-	-	-	-	-	16,580	16,580	18,421	47%
TOTAL TRAVEL & TRAINING	35,000	306	162	-	-	134	351	15,626	-	-	-	-	-	16,580	16,580	18,421	47%
SUPPLIES																	
OFFICE SUPPLIES	4,500	-	113	922	-	-	222	1,500	-	-	-	-	1,000	2,756	3,756	744	61%
FOOD	1,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
POSTAGE	50	-	-	-	-	1	-	-	-	-	-	-	-	1	1	49	0%
NON- CAPITAL EQUIPMENT	5,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL SUPPLIES	10,550	-	113	922	-	1	222	1,500	-	-	-	-	1,000	2,758	3,758	792	26%
CONTRACTUAL																	
ONE STOP OPERATOR	200,000	-	-	-	40,525	31,524	-	-	43,314	-	-	-	-	72,049	115,363	84,637	36%
CONSULTANT	40,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	40,000	0%
TOTAL CONTRACTUAL	240,000	-	-	-	40,525	31,524	-	-	43,314	-	-	-	-	72,049	115,363	124,637	30%
OPERATING SERVICES																	
ASSOCIATION/MEMBERSHIPS	8,000	5,418	247	636	-	-	-	-	-	-	-	-	2,000	6,301	8,301	(301)	79%
MARKETING	2,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
LABOR MARKET	1,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
PRINTING (COPIER)	6,000	-	-	-	1,675	-	-	-	-	-	-	-	2,000	1,675	3,675	2,325	28%
CELL PHONES/LAND LINES	3,500	-	-	377	291	92	92	92	92	92	92	92	92	944	1,404	2,096	27%
TOTAL OPERATING SERVICES	20,500	5,418	247	1,012	1,966	92	92	92	92	92	92	92	4,092	8,920	8,301	(301)	44%
TOTAL COSTS	1,118,532	65,376	60,247	63,519	77,932	73,959	62,452	64,171	86,277	43,467	50,417	51,782	57,287	467,656	751,807	348,225	42%



Maricopa County FY23 WIOA (BTA) Budget to Actuals

JANUARY 19, 2023

WIOA FISCAL AGENT-NICOLE FORBES

FY2023 WIOA Budget to Actual

Service Provider Approved Budget \$22,285,720

Expended YTD as of December 31, 2022

\$5,639,272

WDB Approved Budget= \$ 1,118,532

Expended YTD as of December 31, 2022

\$403,486

****In FY23 at minimum \$12,899,881 must be Expended By June 30, 2023****

63% Expended as of December 31, 2022

WIOA Funding by Category

Fiscal Year 07/01/2022-06/30/2023 FY23 Service Provider (WDD)						
	FY23 Approved Budget	YTD FY23 AS OF 12/31/2022	% Spent YTD	Forecast	% Forecast	Balance Remaining
Roll Up						
ADULT	13,371,432	5,731,502	43%	11,793,050	88%	1,578,382
DW	1,337,143	331,366	25%	766,092	57%	571,051
YOUTH	7,577,145	2,576,404	34%	5,257,679	69%	2,319,466
Total	22,285,720	8,639,272	39%	17,816,821	80%	4,468,899
Fiscal Year 07/01/2022-06/30/2023 FY23 Workforce Development Board (WDB)						
	FY23 Approved Budget	YTD FY23 AS OF 12/31/2022	% Spent YTD	Forecast	% Forecast	Balance Remaining
Roll Up						
ADULT	805,343	306,649	38%	605,476	75%	199,867
DW	100,668	28,244	28%	75,685	75%	24,983
YOUTH	212,521	68,593	32%	159,778	75%	52,743
Total	1,118,532	403,486	36%	840,939	75%	277,593



QUESTIONS?

Contact Information:
Nicole.Forbes@Maricopa.gov

THANK YOU FOR YOUR TIME.



**WORKFORCE DEVELOPMENT BOARD
BUDGET FY 2023
YTD Dec 2022**

WDB-FY23	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED
TOTAL COSTS	1,118,532	65,376	60,247	63,519	77,932	73,959	62,452	54,076	52,687	61,246	61,797	63,465	127,098	403,486	817,528	282,504	36%
Fund - 222	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED
PERSONNEL																	
REGULAR SALARIES	477,600	43,641	41,759	39,943	20,582	32,171	31,638	31,038	31,038	36,312	36,312	37,451	37,451	209,734	419,337	58,263	44%
TOTAL PERSONNEL	477,600	43,641	41,759	39,943	20,582	32,171	31,638	31,038	31,038	36,312	36,312	37,451	37,451	209,734	419,337	58,263	44%
FRINGE BENEFITS																	
TAXES	36,536	3,532	2,936	3,014	1,556	2,425	2,384	2,374	2,374	2,778	2,778	2,865	2,865	15,846	31,881	4,655	43%
RETIREMENT	58,124	5,664	4,713	4,861	2,176	3,915	3,850	3,777	3,777	4,419	4,419	4,558	4,558	25,180	50,688	7,436	43%
MEDICAL	81,792	6,816	6,816	3,408	7,316	2,340	5,680	6,816	5,680	5,860	6,816	6,816	6,816	32,376	71,180	10,612	40%
UNEMPLOYMENT & WORKERS' COMP	2,234	-	-	505	-	-	505	-	-	505	-	-	558	1,010	2,073	161	45%
TUITION REIMBURSEMENT	10,500	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10,500	0%
TOTAL FRINGE BENEFITS	189,186	16,011	14,465	11,788	11,048	8,680	12,419	12,968	11,832	13,562	14,013	14,239	14,797	74,411	155,822	33,364	39%
INDIRECT COSTS																	
INDIRECT COSTS	145,696	-	3,501	9,854	3,810	1,358	17,730	9,769	9,517	11,072	11,172	11,475	11,599	36,253	100,858	44,838	25%
TOTAL INDIRECT COSTS	145,696	-	3,501	9,854	3,810	1,358	17,730	9,769	9,517	11,072	11,172	11,475	11,599	36,253	100,858	44,838	25%
TRAVEL & TRAINING																	
TRAVEL	35,000	306	162	-	-	134	351	-	-	-	-	-	30,000	954	30,954	4,047	3%
TOTAL TRAVEL & TRAINING	35,000	306	162	-	-	134	351	-	-	-	-	-	30,000	954	30,954	4,047	3%
SUPPLIES																	
OFFICE SUPPLIES	4,500	-	113	922	-	-	222	-	-	-	-	-	1,000	1,256	2,256	2,244	28%
FOOD	1,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
POSTAGE	50	-	-	-	-	1	-	-	-	-	-	-	-	1	1	49	0%
NON-CAPITAL EQUIPMENT	5,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL SUPPLIES	10,550	-	113	922	-	1	222	-	-	-	-	-	1,000	1,258	2,258	2,292	12%
CONTRACTUAL																	
ONE STOP OPERATOR	200,000	-	-	-	40,525	31,524	-	-	-	-	-	-	27,951	72,049	100,000	100,000	36%
CONSULTANT	40,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	40,000	0%
TOTAL CONTRACTUAL	240,000	-	-	-	40,525	31,524	-	-	-	-	-	-	27,951	72,049	100,000	140,000	30%
OPERATING SERVICES																	
ASSOCIATION/MEMBERSHIPS	8,000	5,418	247	636	-	-	-	-	-	-	-	-	2,000	6,301	8,301	(301)	79%
MARKETING	2,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
LABOR MARKET	1,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
PRINTING (COPIER)	6,000	-	-	-	1,675	-	-	-	-	-	-	-	2,000	1,675	3,675	2,325	28%
CELL PHONES/LAND LINES	3,500	-	-	377	291	92	92	300	300	300	300	300	300	852	2,652	848	24%
TOTAL OPERATING SERVICES	20,500	5,418	247	1,012	1,966	92	92	300	300	300	300	300	4,300	8,828	8,301	(301)	43%
TOTAL COSTS	1,118,532	65,376	60,247	63,519	77,932	73,959	62,452	54,076	52,687	61,246	61,797	63,465	127,098	403,486	817,528	282,504	36%



Consent Agenda.

MCWDB Executive Director Report

February 2023

Maricopa County Workforce Development Board Update

Steve Clark, Executive Director

Maricopa County Workforce Development Board (MCWDB) Staffing

Our recruitment of a Management Analyst to fill the open position left vacant when Kennedy Riley moved over to the Office of Economic Opportunity (OEO), is progressing according to plan. We have a respectable pool of candidates to review, and interviews are being organized for Monday, February 6 and Monday, February 13. Maricopa County is hosting a large-scale recruitment day on Wednesday, February 15, at Chase Field. This might be an additional opportunity to directly recruit for this open position if we are not successful in the next few weeks.

Nancy Avina, current MCWDB Management Analyst, and new mother who is slowly working her way back to full-time status, will be taking on additional responsibilities upon her return. In addition to the daily Management Analyst duties, she will be overseeing a few special projects. These will include monitoring the activities of our One-Stop Operator, managing the updates required for the Memorandum of Understanding/Infrastructure Funding Agreement, and eventually, the transition of the Eligible Training Provider List (ETPL) from our service provider back to our staff.

Arizona Workforce Summit

The direction of the regional summit has taken an interesting and positive turn. As it turns out, the Office of Economic Opportunity (OEO) was planning a similar type of summit during the spring of 2023.

Upon learning of this development, we have met with the staff of OEO to potentially collaborate on a joint venture which will meet the needs of the OEO and our desire to focus on a regional workforce development summit. The planning teams from Maricopa County, City of Phoenix, and Pinal County have been meeting with OEO staff weekly, and I should have a more detailed update when we meet as a full Board on February 16.

Pipeline AZ Healthcare Hub

Bi-weekly workgroup meetings have begun, and soon they will be split into two separate sub-groups that focus on the development and then on the marketing aspect of this healthcare hub. Jordan Dodeward, Healthcare Careers Pathways Strategist, plans to be involved in both workgroups as this moves forward. Keep an eye out for a future press release!

Projects

We are continuing to work on several projects.

They include:

- Partner Collaboration and Facilitation
- 1st Annual Regional Workforce Summit (Planning)
- Healthcare Apprenticeships
- Manufacturing Apprenticeships
- MCWDB Committee Work
- Greater Phoenix Chamber Foundation, Workforce Collaboratives
- In-Demand Industries Recommendation



Consent Agenda.

MCWDB Strategic Plan: Progress Report

Maricopa County Workforce Development Board Strategic Plan: Progress Report

January 2023

Partnerships

Goal 1 | Optimize the culture of collaboration among the core partners and providers.

Strategy 1.A: Deploy a unified platform for partnership and referrals and ensure universal adoption of the chosen platform

January 2023

We are investigating the best options for implementing a universal platform for tracking Title partner referrals and collaboration. Currently, Maricopa County Human Services Division (HSD)/Workforce Development Division (WDD) implemented the Dynamics platform a year or so ago. The UniteUS platform is utilized by all other AZ workforce areas. At this time, these platforms do not interface, but our plan is to continue working with our IT staff and our new One-Stop Operator (OSO), Equus, to develop ways that these platforms might interface.

Goal 2 | Expand the role of the Maricopa County Workforce Development Board in regional economic development efforts.

Strategy 2.A: Actively engage in partnerships with local and regional economic development organizations.

January 2023

We have seen limited progress in this area so far in 2023. These efforts will move forward when we begin engaging economic development partners in early spring 2023. Economic development is one of the three focus areas of the Annual Central Arizona Regional Workforce Summit in the summer of 2023. Economic development professionals will integrate with education and workforce development specialists in this collaborative event.

Goal 3 | Expand the role of the Maricopa County Workforce Development Board in the local education ecosystem.

Strategy 3.A: Actively engage with K-12 school districts in bridging the career readiness gap between K-12 and post-secondary education institutions.

Strategy 3.B: Convene employers and educational providers.

Strategy 3.C: Construct a career literacy initiative that will support the educational system in introducing students to the local labor market's high-value career pathways.

January 2023

Beginning in the fiscal year 2023, the MCWDB modified its bylaws to allow for the expansion of the MCWDB committees. This change set the stage for the inclusion of representatives from K-12, CTED's, and post-secondary entities. The Youth Committee added representatives from WestMEC, ElevateEdAZ, Grand Canyon University, and the Maricopa County Community College District. Current and ongoing recruitment is underway for representation from the K-12 community.

As a part of the Annual Central Arizona Regional Workforce Summit, we plan to include education as one of the three focus areas. Our hope is to convene employers and educational providers as we address collaborative workforce solutions.

Goal 4

Strengthen regional collaboration among the Maricopa County Workforce Development Board and other local workforce areas.

Strategy 4.A: Explore best practices for regional collaboration.

Strategy 4.B: Investigate the potential to establish a regional entity to support the pursuit of grants and other opportunities

Strategy 4.C: Establish quarterly meetings to collaborate with other local workforce areas in addressing regional solutions to workforce development issues.

January 2023

Our focus on a regional approach to workforce issues has gone from monthly discussions to the point where we are establishing the 1st Annual Central Arizona Workforce Summit. This collaboration involves three major workforce areas: Maricopa County, the City of Phoenix, and Pinal County. Additionally, we have convened the first collaborative meeting involving the Board Chair's from the three workforce areas along with the Executive Directors from these areas.

Impact

Goal 5

Increase participation of individual job seekers and businesses served across all Maricopa County Workforce Development Board title partner programs¹

Strategy 5.A: Develop and implement marketing and outreach strategies to drive participation and public awareness of the title partner programs in the ARIZONA@WORK system.

Strategy 5.B: Build and leverage relationships with community-based organizations and local businesses to encourage partnerships with the title partner programs in the ARIZONA@WORK system.

Strategy 5.C: Annually review, identify, and prioritize the in-demand industry sectors in Maricopa County.

Strategy 5.D: Assess in-demand industry needs and education programs to identify gaps.

Strategy 5.E: Convene in-demand sector stakeholders to develop career pathways to alleviate labor market shortages.

January 2023

Our staff works closely with many community partners in developing new initiatives and marketing strategies to drive participation in title partner programs in the ARIZONA@WORK system. With the recent onboarding of a new OSO, we anticipate a significant increase in awareness of Titles II, III, and IV. Much work is needed to include increased participation and awareness of these specific partner programs. The scope of work and involvement of all title partners is included in the OSO contract and will be monitored regularly to ensure title partner inclusion.

The current Maricopa County In-demand industries are being analyzed and reviewed for potential recommended modification by the Employer Connection Committee to the Executive Committee and MCWDB Full Board for consideration. The most recent review was conducted in 2018. A new MCWDB-approved selection of in-demand industries will be the goal for spring 2023.

Goal 6

Maximize the scope of services available to individuals served by our title partner programs.

Strategy 6.A: Evaluate community resources to increase services and assets available to ARIZONA@WORK participants.

Strategy 6.B: Increase the number of providers on the Eligible Training Provider List (ETPL)

January 2023

MCWDB staff works closely with WDD to monitor and evaluate the scope of services available to individuals served by ARIZONA@WORK. The services and assets will be reported at the MCWDB Full Board meetings on a regular basis.

Providers listed on the approved Eligible Training Provider List (ETPL) are evaluated on a regular basis. Our goal is to transfer monitoring of the ETPL to the MCWDB staff instead of the service provider side (WDD). This will be accomplished as we fill open staff positions on the MCWDB staff in spring 2023. This transfer of oversight will bring the ETPL procedure more in line with WIOA guidelines and will facilitate routine reporting and evaluation of the ETPL.

¹ Title Partners include Workforce Development Activities (Title I), Adult Education and Literacy (Title II), and Wagner-Peyser Act (Title III), Rehabilitation Act of 1973 (Title IV).

Goal 7

Position the Maricopa County Workforce Development Board as a forward-thinking strategic leader.

Strategy 7.A: Research global best practices in workforce development.

Strategy 7.B: Create best practices for engaging the public on the topic of Maricopa County workforce trends

January 2023

MCWDB staff has established and maintained a presence on social media platforms including Instagram and LinkedIn. Routine and regular communication of activities and special events will continue to expand with the use of additional social media platforms.

MCWDB staff attends many local and regional conferences and seminars to remain engaged with national, state, and local partners. In March 2023, four staff members and seven MCWDB members plan to attend the National Association of Workforce Boards (NAWB) Forum in Washington D.C. This will provide many opportunities for innovative research and discussion from workforce boards across the nation. MCWDB staff will present a follow-up report to the MCWDB Full Board soon after attending the NAWB Forum.

Goal 8

Create system-wide standards derived from implemented best practices that improve the scope and quality of services from partners and providers.

Strategy 8.A: Document and evaluate past strategies and initiatives

Strategy 8.B: Identify and compile successful practices from core partners and providers

January 2023

A compilation of best practices from core partners will be disseminated later in the fiscal year. Many of these will be the result of a closer relationship with our OSO and a regular examination of the quality of services provided.



Consent Agenda.

MCWDB 2nd Quarter Report



MCWDB QUARTERLY REPORT FY23

Program Year 2022
2nd Quarter
October - December 2022

Summary of Progress on Goals

During the 2nd Quarter (October - December 2022), the Maricopa County Workforce Development Board (MCWDB) continued to clarify progress toward goals and closely monitor requirements to ensure compliance with the Workforce Innovation and Opportunity Act (WIOA) and the Department of Labor. The MCWDB, in partnership with the Chief Elected Official's liaison and the State of Arizona, has been successfully establishing procedures and timelines to ensure full compliance with WIOA and provide the best value-added services to the constituents of Maricopa County. During this quarter, the MCWDB actively worked on finalizing the 2022 Recertification materials for early submission in January, hosted a successful Healthcare Accelerator event, and received MCWDB Full Board approval on the Fiscal Year 2024 MCWDB Budget Recommendation. Last but not least, finalized the 2023 One-Stop Operator contract, receiving MCWDB Full Board and Board of Supervisors approval in early December.



MCWDB Goals

- Optimize the culture of collaboration among the core partners and providers
- Expand the role of the Maricopa County Workforce Development Board in regional economic development efforts
- Expand the role of the Maricopa County Workforce Development Board in the local education ecosystem
- Strengthen regional collaboration among the Maricopa County Workforce Development Board and other local workforce areas
- Increase participation of individual job seekers and businesses served across all Maricopa County Workforce Development Board title partner programs
- Maximize the scope of services available to individuals served by our title partner programs
- Position the Maricopa County Workforce Development Board as a forward-thinking strategic leader
- Create system-wide standards derived from implemented best practices that improve the scope and quality of services from partners and providers

Actions on MCWDB Required Roles

Strategic Functions

- 01 Monthly MCWDB budget financial reviews with the MCWDB Fiscal Agent to ensure open communication and proper management of MCWDB funds.
- 02 Weekly meetings with regional partners, including the City of Phoenix and Pinal County, in preparation for the first annual Arizona Workforce Summit in late June.
- 03 Planning and development of a new Memorandum of Understanding - Infrastructure Funding Agreement.
- 04 Work with the MCWDB Board and partners to identify areas of improvement for employers and job seekers, as identified in the 2022 Strategic Plan.
- 05 Continued collaboration with postsecondary education and associated partners to identify career pathways by aligning occupational training in the targeted occupations and in-demand industries.
- 06 Continued collaboration with all workforce development local area stakeholders to ensure compliance.



System Capacity Building

- 01 Regular engagement with community stakeholders and key partners to actualize the Board's vision of creating a best-in-class workforce system.
- 02 Engagement with the National Association for Workforce Boards by attending their 2023 Forum to identify best practices and trends for areas of improvement.
- 03 Ongoing efforts to solicit and refer potential Board member candidates to the Board of Supervisors Liaison based on vacancies and needs of the MCWDB.



System Alignment & Effective Operations

Ongoing meetings with Board of Supervisors' Liaison, Administrative Entity, and Career Service provider to ensure system and program oversight, alignment, and open and transparent communication.

One-Stop Operator Quarterly Progress

- » The OSO continued collaboration with the City of Phoenix's One-Stop Operator to begin the launch of the first regional closed-loop referral system (CLRS).
- » Visited the East and West Valley Career Centers.
- » Completed 1st Quarter MCWDB update.
- » With the assistance of MCWDB staff, conducted the OSO transition to the new OSO, Equus.

MCWDB Policies

No policies were renewed at this time, as the MCWDB major policies were recently approved during the 1st Quarter. Policies will continue to be reviewed on a regular basis, as part of the MCWDB best-in-class practices.

Anticipated Activities

This program year, the MCWDB, with support from their staff, will focus on carrying out the goals and strategies within the 2022 Strategic Plan, continue measuring the outcome and performance of the local area to ensure resources are being maximized, pursuing regional and collaborative opportunities, and identifying innovative ideas in workforce development. All while ensuring compliance of the WIOA and the 13 required functions of the MCWDB.

MCWDB Activities include, but are not limited to:

- Board Training & Engagement
- Continued Policy Review as Needed
- Carrying out the 2022 Strategic Plan Goals and Strategies
- Regional Collaborative Opportunities
- Innovation in Workforce Development
- 2023 Arizona Workforce Summit
- In-Demand Industry Recommendations
- Healthcare Accelerator Event (2nd event)
- Manufacturing Apprenticeship Event



Consent Agenda.

Monthly Careers Pathway Strategist Reports

MCWDB Healthcare Careers Pathway Strategist Report

JANUARY 2023

Jordan Dodeward

Ongoing Work

Committee Participation

Beginning 2023, some committees have completely switched to in-person attendance and it allows for so much more collaboration. I Co-Chaired the WESTMARC Healthcare Committee and participated in the AAED Workforce Committee.

One-Stop Operator

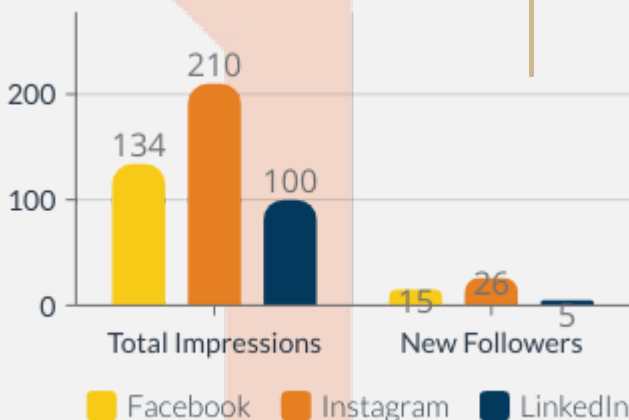
During the month of January, I assisted in the on-boarding of the new OSO as well as helped navigate document transfer from our old OSO to our WDB accounts.

Outreach Efforts

Continued research for avenues to make connections, seek partnerships and offer resources about Maricopa County Workforce Development and Maricopa County ARIZONA@WORK.

Social Media

In the last month our social media accounts grown in impressions and new followers!



Top Projects

Healthcare Apprenticeships

As follow-up to another successful event showcasing the benefits of a registered apprenticeship, the State's Apprenticeship Office is in the process of following up with multiple interested employers! My project now is revolving around gathering data on these employers and the overall success of these two events. Another convening is in talks with a goal of late 2023!



Pipeline AZ Healthcare Hub

Bi-weekly workgroup meetings have begun, and soon they will be split into two separate sub-groups that focus on the development and then on the marketing aspect of this healthcare hub. I plan to be involved in both workgroups as we move forward. Keep an eye out for a future press release!

Refugees

Our refugee's project team has brought on a new member from the Arizona Refugee Resettlement Office. We are currently gathering all of the information needed for wrap-around services during on-the-job and ESL training.

New Connections

Grant Support

With the new year ramping up and organizations and companies looking to expand and create new workforce pipelines, I have been contacted by Northern Arizona University, SciTech and Center for the Future of Arizona to potentially get involved in workgroups. These workgroups are brainstorming sessions to develop grant proposals and if won, would be used to create new workforce pilot programs!

Veterans

With priority of service set and underway, veterans have become a top focus for ARIZONA@WORK Maricopa County. I am currently working to partner with a consultant to potentially help get us in front of many tight-knit veteran organizations and coalitions.





Consent Agenda.

Title 1B 2nd Quarter Report

February 2023

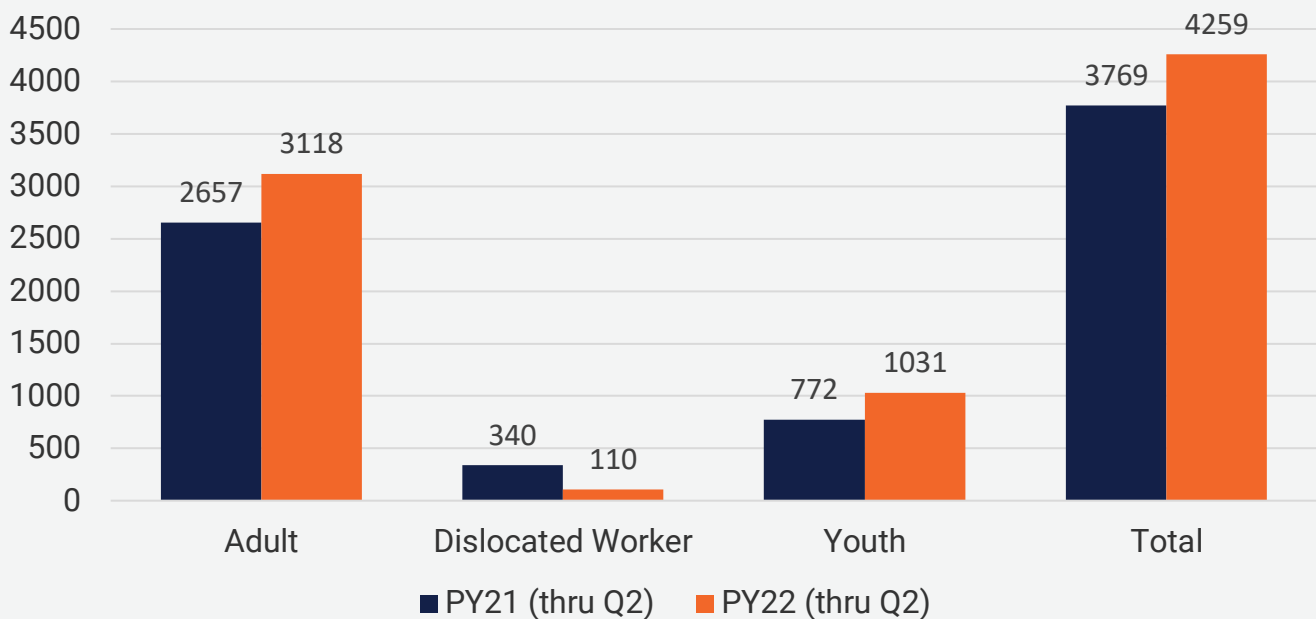
Quarter 2 Report PY22

**Maricopa County
Human Services Department
Workforce Development Division**

Overall Participation

Consistent with what we saw during the first quarter of this Program Year (PY), we continue to see an increased number of job seekers served. There's been a 17.4% Increase in the Adult Program and a 33.5% increase in Youth Program participants. There's been a decrease in participants served through the dislocated worker program which is consistent with Maricopa County's low unemployment rate of 4% as reported by the state's Office of Economic Opportunity. We've reviewed and adjusted the wording of our eligibility documents to ensure we are funding participants in the most appropriate program and not miscataloging any job seekers.

Program Participation



Participation Trends

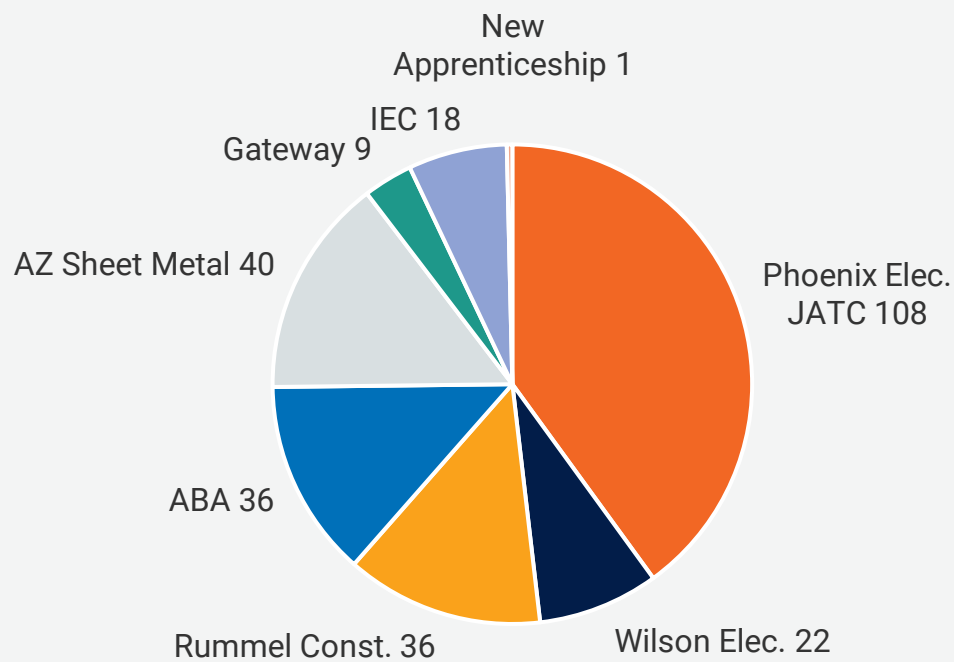
There continues to be a large interest in Commercial Driving License assistance across all three main programs. 294 participants were funded in their pursuit of this license in the first half of Program Year 22. We're also seeing a large interest in industries outside of the 6 In-Demand Industries, we've assisted 111 participants obtain credentials in those other industries.

Apprenticeship Participation

During the 2nd quarter, the Maricopa County apprenticeship team enrolled 270 new participants into the various apprenticeship programs. Funds allocated for these apprenticeships totaled to \$567,828. Occupations related to these apprenticeships included electrical, sheet metal, IT, and heavy machinery. This quarter also resulted in successful outcomes for 236 participants that were actively engaged in the program. In January 2023 we expect an additional 231 participants to start with their respective programs.

Breakdown

We currently assist in funding apprenticeship programs with 8 training providers. Phoenix Electrical JATC is our largest partner, and we will be funding 137 participants in the next semester starting January 4th, 2023. We have also finished enrollment for 30 participants with Independent Electrical Contractors (IEC), which is a significant increase.



Healthcare Accelerator Event

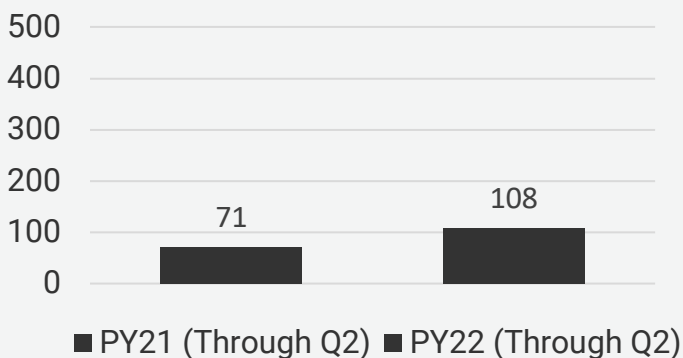
A Healthcare Apprenticeship Accelerator event was hosted at the West Valley Career Center on 11/1/22. Of the employers serving Maricopa County and in attendance, our team connected with five healthcare employers we have existing relationships with and developed one new employer relationship. Business Service Representatives reviewed employer services with all six of the companies, participated in two employer worksite visits, and were responsible for two hires.

Work Experience

A Work Experience (WEX) is a planned, structured learning experience that takes place in a workplace for a limited time. Work Experiences may be paid or unpaid, as appropriate, and consistent with other laws, such as the Fair Labor Standards Act. A Work Experience provides participants with opportunities for skill development and includes academic and occupational education. The employer provides supervision and training to the participant as outlined in a Worksite Agreement. Work Experience wages are funded through the WIOA grant.

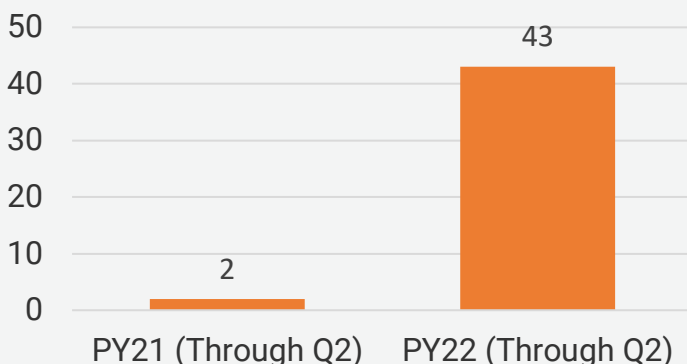
Hundreds of Maricopa County participants each year benefit from participating in paid work experiences. Whether it is their first exposure to the world of work, an opportunity for career exploration, or an externship to fulfill occupational training or licensure requirements, WEX's provide a customized opportunity to earn wages while pursuing an occupation related to the participant's long-term employment goal. Although the Work Experience is for a limited time, employers frequently offer full-time positions to the WEX participants to stay on permanently.

Youth Program



We've seen a significant increase in Youth WEX participants in comparison to the same timeframe last program year. Our staff continue to present all options to participants and highlight the benefits of each.

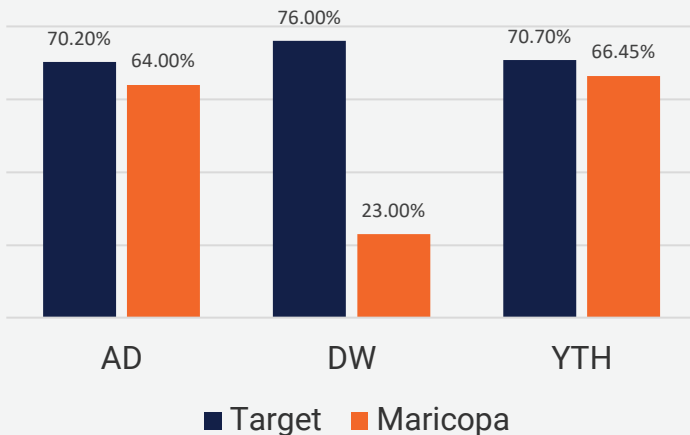
Smart Justice



The PY21 Adult number is low because St Mary's Food Bank, which is the Smart Justice WEX employer, was still restricting WEX participation due to COVID.

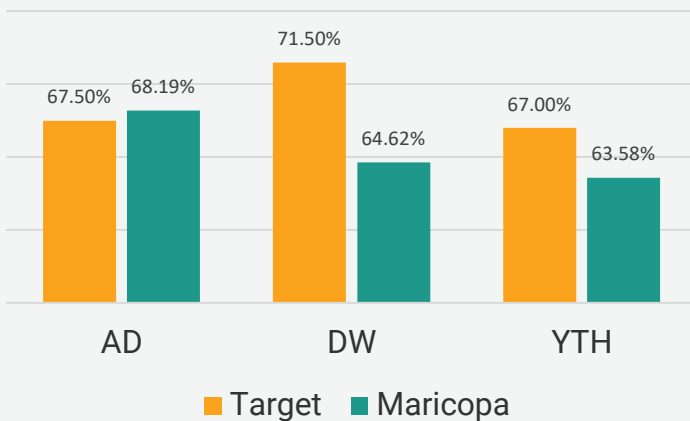
WIOA Performance

Through the 2nd Quarter of PY22, Maricopa County is near meeting or exceeding the negotiated performance levels in 10 of the 15 WIOA Performance Indicators across the all Programs. The Dislocated Worker (DW) Program numbers are reflective of our counties current unemployment rate and employment trends.



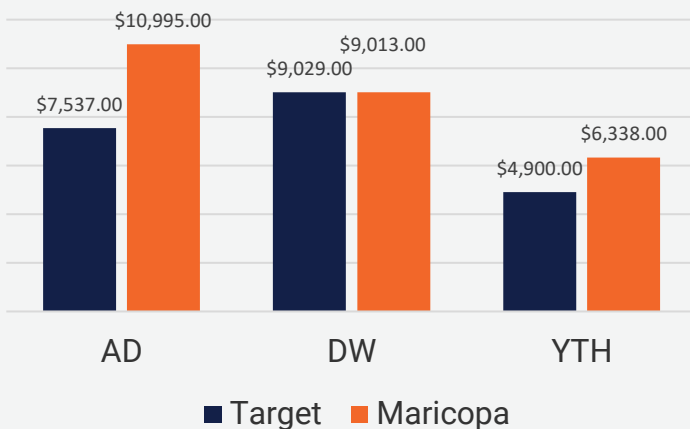
2nd Quarter Placement

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



4th Quarter Placement

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

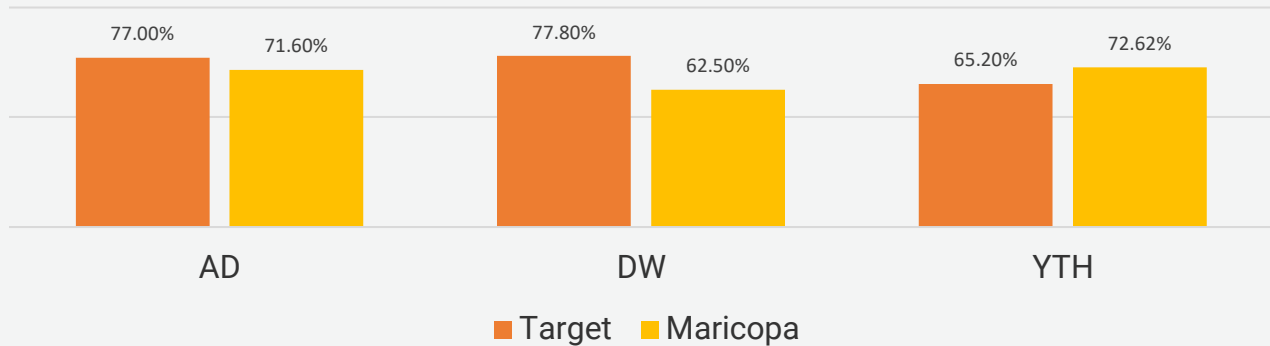


Median Earnings

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

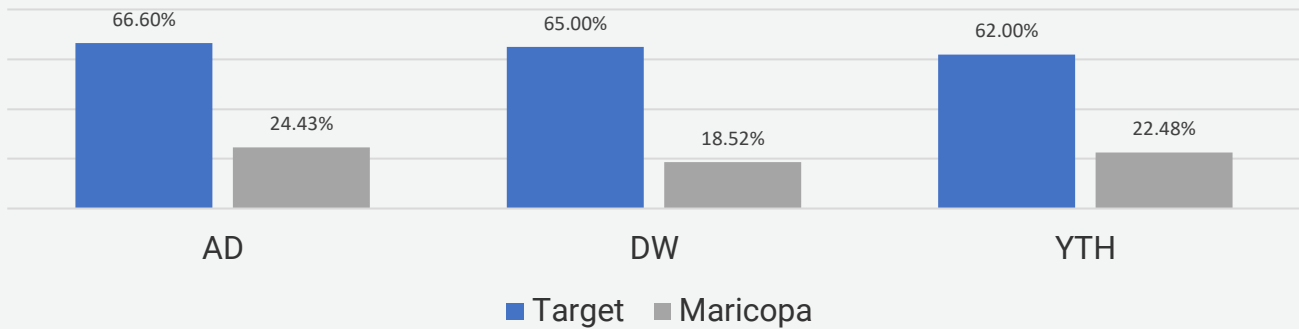
WIOA Performance

Credential Attainment Rate



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

Measurable Skill Gains



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

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

Program Highlights

Youth Program

Our Career Advisor Gretchen Holmes started participating in a workgroup lead by The Council for Adult and Experiential Learning (CAEL), which is a project funded by the DOE to develop new technology to connect youth and career opportunities. The project involves the development of an online tool for k-12 students to learn about careers and pathways in local industries. CAEL selected Arizona as one of six sites across the country to participate and Rio Salado College was one of the selected sites for this project. This focus group is bringing together non-profit, government, and educational agencies to collaborate and share ideas on what has been done and what is yet to come.

Adult/DW Program

During this quarter, the Adult/DW program transitioned to focusing on serving high priority individuals which include veterans and eligible spouses (covered persons) who are either recipients of public assistance, basic skills deficient, or low income, nonveterans who are either recipients of public assistance, basic skills deficient, or low income, and veterans and eligible spouses who are not recipients of public assistance, not low-income, or who are not basic skills deficient.

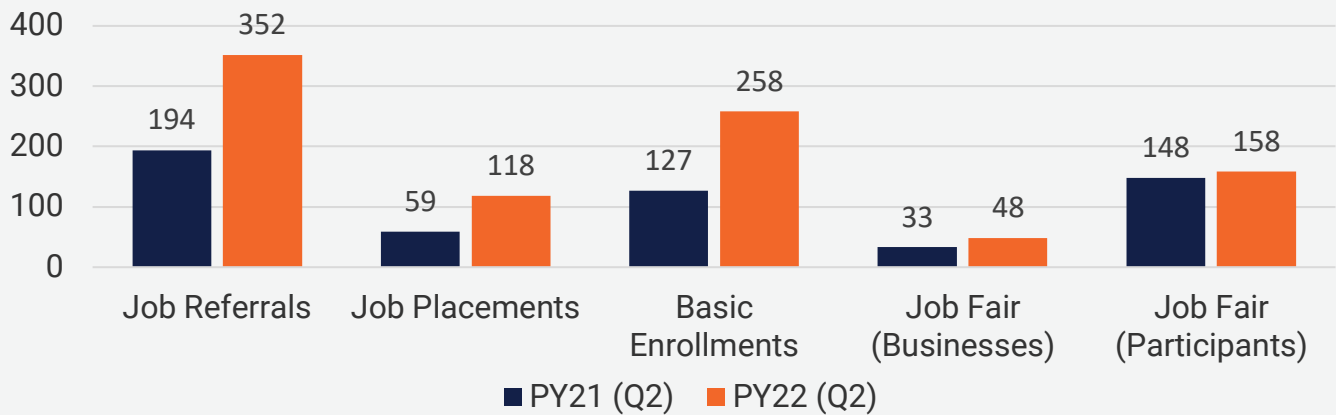
Smart Justice Program

St. Mary's Food Bank is a community partner who has been working closely with our Smart Justice program to provide WIOA participants work experience training. During this quarter, Smart Justice was able to enroll and work with 20 participants, all of which successfully graduated, and 18 have gained employment. These Smart Justice participants account for two-thirds of St. Mary's most recent graduating class.

Business and Community Services

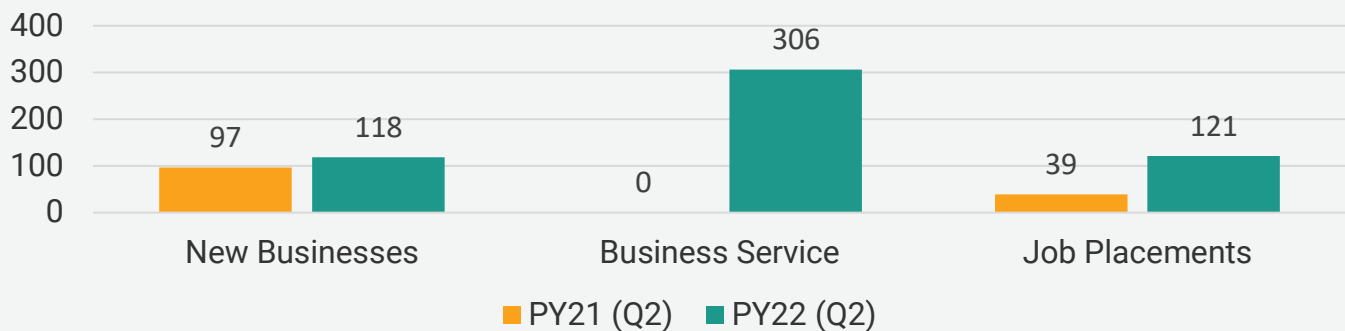
As announced in our last quarterly report we will be re-aligning our Business and Community Services (BCS) Team structure. Instead of operating and supervising by job title, we will have both an East and West Valley BCS team. This alignment will lead to a more intentional impact in the communities we serve by leverage the work being done by both the BSR's and the WDC's and allowing us as a division to regionalize the information and work being done. This change will officially go into effect on January 1, 2023

Workforce Development Coordinators



The Workforce Development Coordinators (WDC's) continue to work closely with the local municipalities in whom we share an agreement with. The WDC's are tasked with providing all services offered at our two main career centers in Glendale and Mesa.

Business Service Representatives



The Business Service Representatives serve as the face of services available to local businesses on behalf of our department. We are committed to connecting employers with highly trained and talented job seekers throughout our communities. There have been increases in all major Key Performance Indicators amongst our BSR team. We are also now tracking follow up services provided to employers we work with to maintain excellent customer service.

Success Stories

Client: Kook Kim

Kook Kim came to Arizona@Work in February of 2022. He was interested in CDL Training. Kim was from South Korea and became a naturalized citizen on 10-7-2005. He has learned to read and write enough English to be able to get by. He has worked very hard to support his family. He decided he wanted to work smart and make a better living for his family. He started training at Southwest Truck Driving School on May 16th, 2022. Kook passed all the written tests and was having trouble with the driving test. Some students who do not have any truck experience sometimes need more actual road time than others. With the CDL classes being so full there is not much room for that extra time. Kook had used all the time he had at Southwest and still needed more road time. He practiced on simulations apps and studied the book. He was finally ready to try for the last time with Southwest. If he did not pass Kook would have to pay for any additional attempts and road time on his own.

On September 28th, 2022, Kook Kim passed his road test with Southwest Truck Driving School. I assisted him with his resume on October 11th, 2022. Kook was able to gain employment with Schneider National Transportation beginning on 11-14-2022 making roughly \$1128.00 per week. The job he chose allows him to drive as a team until he has more experience underneath his belt while still working. School was not easy for Kook. He has somewhat of a language barrier but was persistent and was able to persevere.

Client: Sean Shepherd

Sean Shepherd began working with us in October 2022, before that he was homeless—often couch surfing with friends or staying in a halfway house. He was working jobs that involved a lot of manual labor and still had trouble making ends meet. “Any obstacle I’ve come across is internal,” Shepherd often said. While he does have justice involvement and other barriers to employment, that was not going to stop him, which is why masonry was perfect for him. “[Masonry is] like a puzzle, it’s perfect for any self-motivating individual.” He was on a mission to better his life for good.

Shepherd was enrolled with Smart Justice and received information and resources for various housing, clothing, and hospitality services. He was also approved for training at Phoenix Masonry School. Charlie Cummins, owner and founder of Phoenix Masonry School, said, “[Shepherd] had been trying to learn to lay brick, block, and stone for four or five years as a mason helper. And he understood it’s next to impossible to learn to lay brick, block, and stone on the job because no one will teach you on the job, and he found us.” Shepherd did so well he finished his training after just over 200 hours of training and was featured on a promotional brochure for Phoenix Masonry School because “he did so good” according to Cummins.

“I started the program with two jobs and finished only needing one.” said Shepherd. He showed up for his first masonry job, showed the employer his skills, expected only \$25/hour, and ended up getting paid \$27/hour.

Cummins says, “he is worth more.” Shepherd is no longer homeless, lives in his own apartment, and has chosen a path that he can continue to be successful in. “[The masonry field has] very low barriers to entry, which provides a lot of freedom...with this skill I can go anywhere on the planet and have a job.”



Maricopa County
Human Services Department
Workforce Development Division
Maricopa.gov/WDD



Consent Agenda.

One-Stop Operator 1st Quarter Report

ARIZONA@WORK MARICOPA COUNTY
WORKFORCE DEVELOPMENT BOARD

ONE-STOP OPERATOR

PY 2022 Q1 UPDATE



NOVEMBER 2022



Innovative Workforce Solutions

A proud partner of the [americanjobcenter](#) network

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Q1 PY 2022 -ONE-STOP OPERATOR: BUDGET OVERVIEW

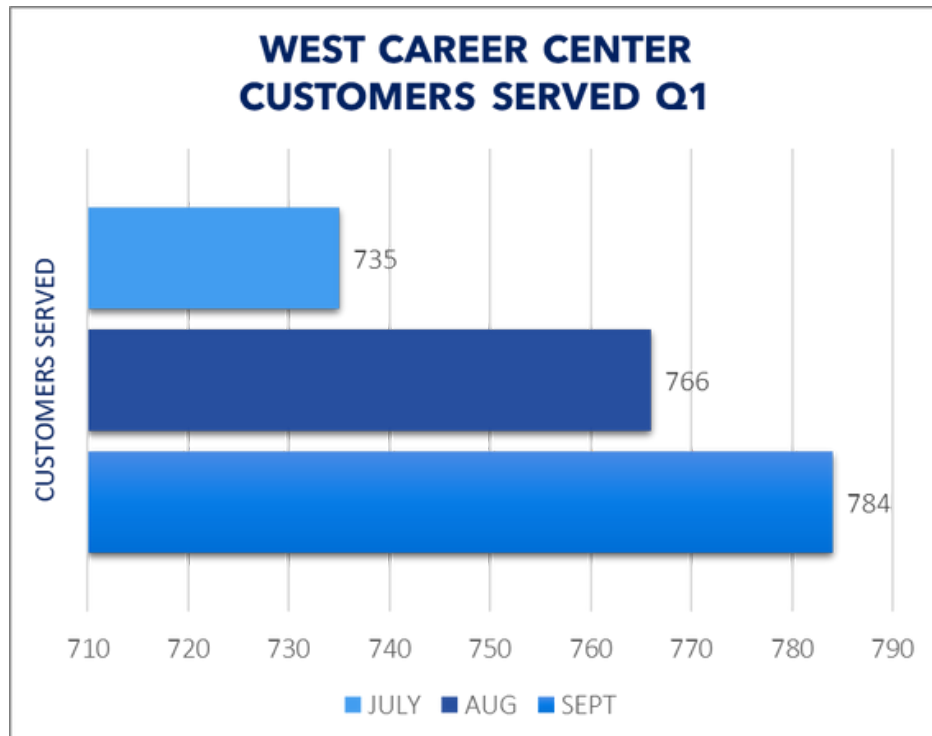
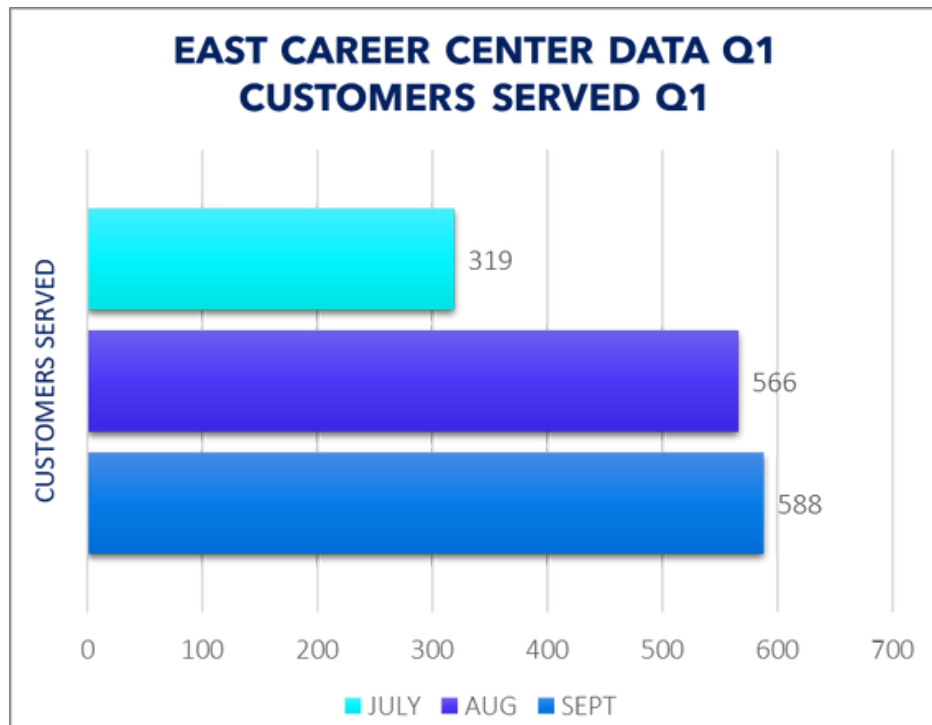
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PY 2022 Q1 MCWDB ONE-STOP OPERATOR UPDATE

PROJECT NAME:	ARIZONA@WORK MARICOPA COUNTY ONE-STOP OPERATOR
PROJECT'S RECIPIENT ORGANIZATION:	MAXIMUS US SERVICES, INC.
RECIPIENT'S PROJECT CONTACT:	STEVE CLARK, EXECUTIVE DIRECTOR OF THE MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD
PROJECT MANAGER:	GRETCHEN CARAWAY, PROJECT DIRECTOR
PROJECT REPORT:	MARICOPA COUNTY ONE-STOP OPERATOR Q1 PY 2022 - 2023 MCWDB UPDATE
REPORTING PERIOD:	JULY 01, 2022 ~ SEPTEMBER 30, 2022
PROJECT REPORT AUTHOR:	SUMMER HOUSTON, ONE-STOP OPERATOR MANAGER

DATA COLLECTED & TRACKED

Q1 CAREER CENTER TRAFFIC



DATA COLLECTED & TRACKED

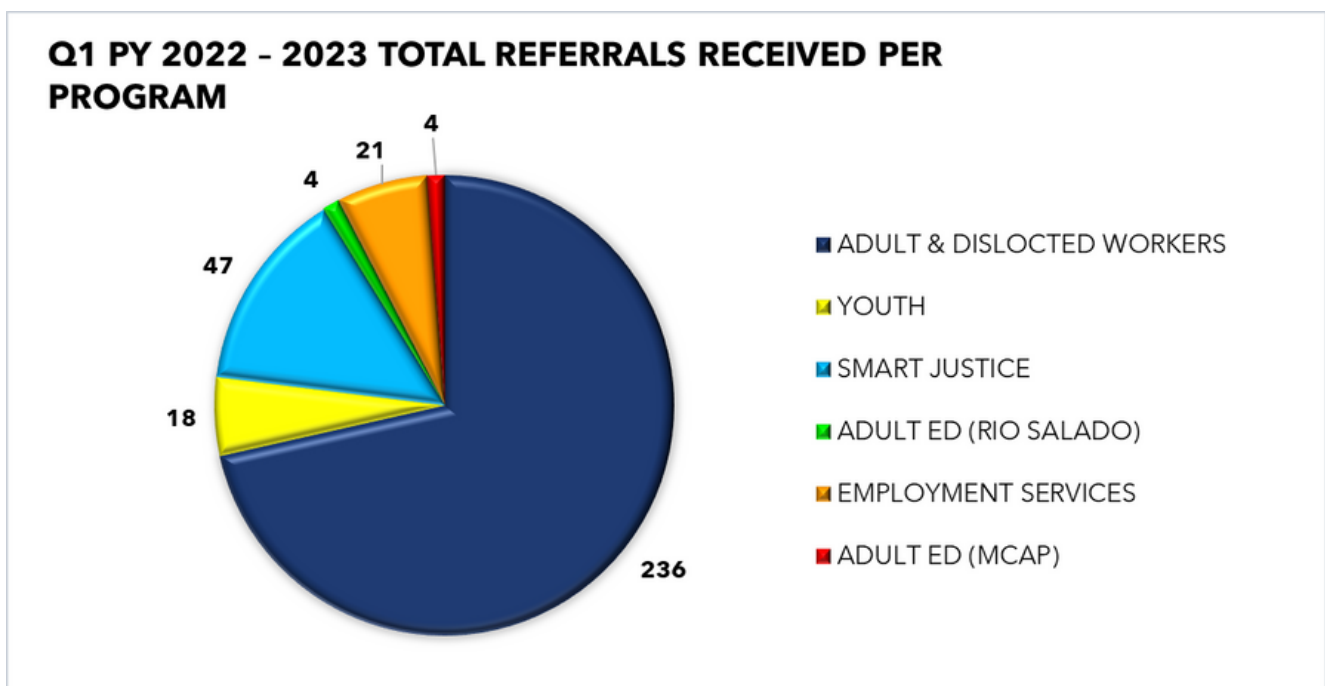
Q1 PARTNERLINK REFERRAL RESULTS

Since launching the closed-loop referral pilot, over a thousand referrals have been submitted. Currently, there are five active program Partners submitting referrals.

1,343

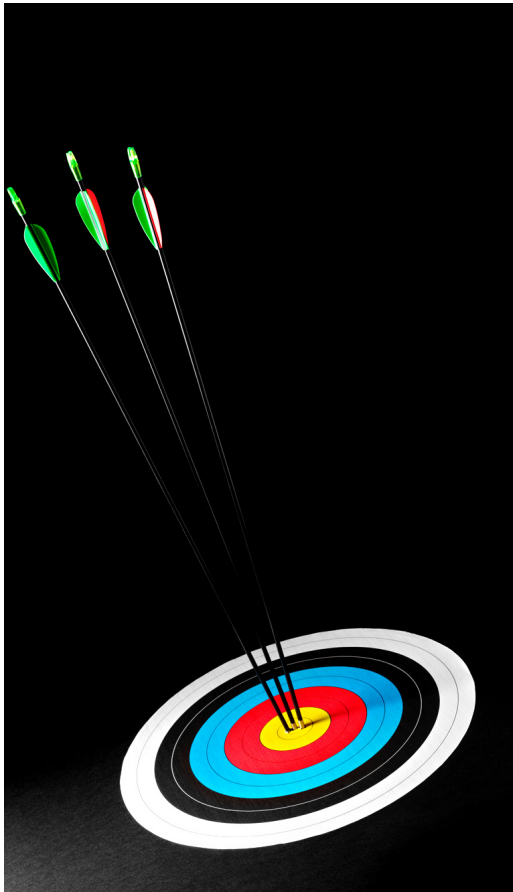
TOTAL # OF REFERRALS SUBMITTED
SINCE LIVE DATE OF DEC 2020

TOTAL NUMBER OF REFERRALS EACH PARTICIPATING PROGRAM PARTNER RECEIVED FOR Q1 OF PY 2022-2023



ACTIVITIES & ACCOMPLISHMENTS

ACTIVITIES & ACCOMPLISHMENTS SUMMARY



Q1 One-Stop Operator (OSO) summary of activities and achievements:

- Regionalize Service Delivery & New Closed-Loop Referral System Implementation
- Partner Collaborations & Continuous Improvement Efforts
- Virtual Resources & Tools

ACTIVITIES & ACCOMPLISHMENTS

REGIONALIZE SERVICE DELIVERY & NEW CLOSED-LOOP REFERRAL SYSTEM IMPLEMENTATION

Led the effort to relaunch a comprehensive closed-loop referral system in partnership with the City of Phoenix's local Workforce Development Area (WDA) in order to:

- **Align and support the MCWDB's strategic plan goals for partnership, impact, and innovation.**
- **Reduce the local WIOA Partners shared between the county and city duplicative approaches to service delivery and expand customers' access to services.**
- **Co-manage, convene, and facilitate the first-ever regional collaboration event and soon workgroups for the local WIOA Partners shared between the county and city.**

Q1 PY 2022 UPDATES

IMPACTING 62+ LEADERS OVERSEEING OVER 19+ WIOA LOCAL COUNTY & CITY WDA WIOA PROGRAMS AND LEAD OVER 400+ STAFF POSITIONS



AUGUST 2022
CONVENED 1ST REGIONAL WORK GROUP COUNTY & CITY (ATTENDED NORTHERN REGION, PINAL AND PIMA LOCAL AREAS)
IMPLEMENTATION MEETING W/VENDORS



SEPTEMBER 2022
FOLLOW-UP MEETINGS W/VENDORS
REGIONAL WORK GROUP COUNTY & CITY



OCTOBER 2022
REGIONAL REFERRAL SYSTEM IT Q&A SESSION & DEMO
MEETING W/COUNTY & CITY STAFF BOARD LEADERS & STAFF ARIZONA@WORK
REGIONAL IN-PERSON WORKFLOW SESSION



NOVEMBER 2022
ONBOARDING INDIVIDUAL PARTNER ORGANIZATIONS AND PROGRAMS

ACTIVITIES & ACCOMPLISHMENTS

PARTNER COLLABORATIONS & CONTINUOUS IMPROVEMENT EFFORTS



Increased WIOA local partner cross agency and program collaborations since launching the bi-monthly collaboration group sessions in September 2018:

- Average Partner participation in the bi-monthly collaboration group sessions increased from **8 Partners to 18 Partners** or **125% per session**
- Average programs represented per session increased from **11 to 23 programs** or **109%** represented per session

Convened and facilitated joint collaboration efforts between local WIOA program Partners Highlights include:

- Title I-B and TITLE II joint service delivery efforts on customer referrals and co-enrollment, including how to manage tracking of these two areas outcomes for each program Partner to access and view

ACTIVITIES & ACCOMPLISHMENTS

VIRTUAL RESOURCES & RESOURCES



PartnerLink Virtual Collaboration Site Q1 updates:

- Created a feature on site to link to the YouTube ARIZONA@WORK Maricopa County program briefings channel
- Created a feature and source on site to link out to various sources of learning and development including WIOA related regulations and policy

Customer Resource Center Referral Q1 updates:

- Created a process and resources to refer customers entering the main career centers to co-located programs

ACTIVITIES & ACCOMPLISHMENTS

VIRTUAL RESOURCES & TOOLS

PARTNERLINK VIRTUAL COLLABORATION SITE Q1 UPDATES:



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



2022-2023 WIOA FEDERAL, STATE, AND LOCAL RESOURCES PROVIDED BY THE LOCAL WDA OSO	
RESOURCE	RESOURCE DETAILS
American Job Center Access 30-Second Training Series Online-Training	<p>ONLINE TRAINING 10 30 sec MODULES</p> <p>To access click MODULES CLICK THE LINKS under Related Content ONCE YOU ACCESS THE SITE LISTING ALL THE TRAININGS. Check out and download the Resource guide filled with just links AS WELL.</p> <p>As part of ongoing technical assistance, the Employment and Training Administration's DEI Technical Assistance Team, NDI, created a series of 30-Second Trainings that address Job Center Access. These trainings were developed for Disability Resource Coordinators and other workforce professionals to share with their Job Center staff and partners.</p>
WIOA 101 Series e-Learning module	<p>ONLINE TRAINING</p> <p>Welcome to the WIOA 101 Series e-Learning module! This module provides an introduction to the Workforce Innovation and Opportunity Act (WIOA) performance accountability provisions and accompanying regulation. It explains WIOA legislation, performance indicators, and provides scenarios to help you better understand performance reporting requirements.</p>
ONLINE TRAININGS WIOA RELATED CLICK LINKS ON RIGHT TO ACCESS	<p>State and Local Governance (10:32)</p> <p>Target Populations and National Programs (4:12)</p> <p>One-Stop Center Service Design (4:19)</p> <p>Robust and Effective Services to Job Seekers and Workers (2:10)</p> <p>Performance Accountability (5:09)</p>

CONTINUED ON NEXT PAGE...

ACTIVITIES & ACCOMPLISHMENTS

VIRTUAL RESOURCES & TOOLS

CUSTOMER ON-SITE RESOURCE CENTER REFERRAL Q1 UPDATES:

PY 2022-2023 ARIZONA@WORK MARICOPA COUNTY

RESOURCE CENTER CUSTOMER REFERRAL TRACKER

REFERRAL DETAILS			CUSTOMER DETAILS			
Timestamp	LOCATION:	REFERRAL REASON:	CUSTOMER FIRST NAME:	CUSTOMER LAST NAME:	CUSTOMER EMAIL:	CUSTOMER CONTACT #:

REFERRING PARTNER DETAILS				
PARTNER NAME:	ROLE	EMAIL	CONTACT #	PROGRAM

INCOMING REFERRAL STATUS DETAILS			PARTNER RECEIVING REFERRAL DETAILS				
SELECT INCOMING STATUS	TIMESTAMP	INCOMING REFERRAL STATUS NOTES (OPTIONAL)	PARTNER RECEIVING REFERRAL	ROLE	EMAIL	CONTACT #	PROGRAM

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PY 2022-2023 PLANNED ACTIVITIES

PLANNED ACTIVITIES SUMMARY



CommunityCares powered by United US Referral System Implementation:

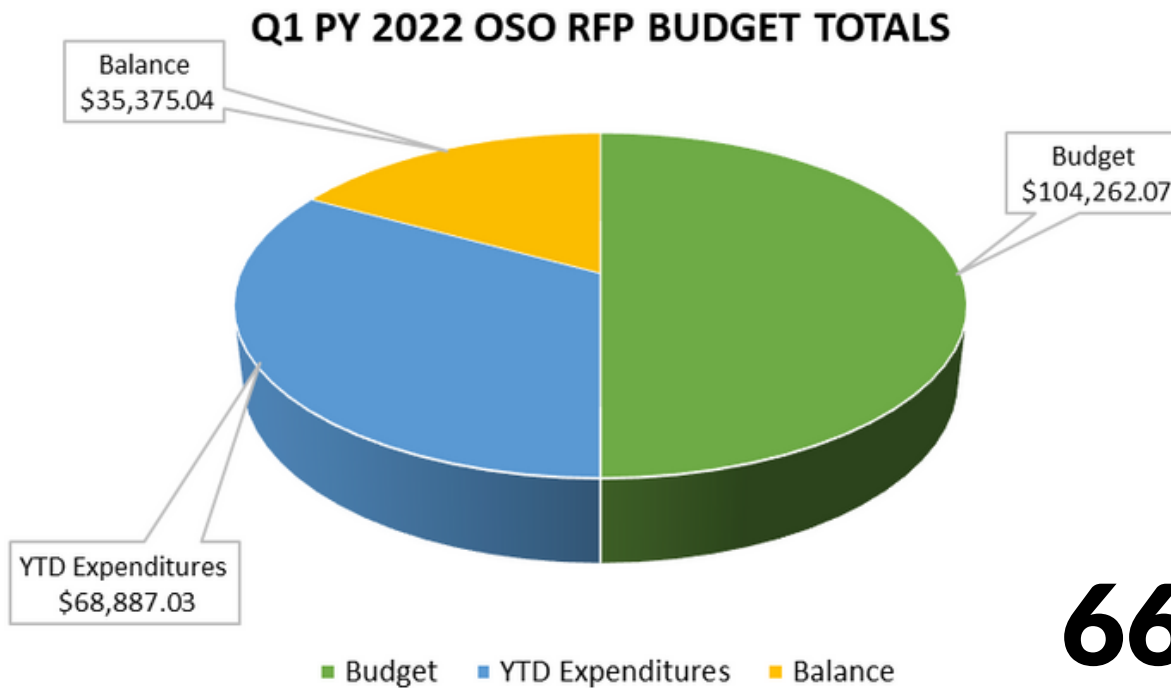
- Introduce referral vendors to Program Leaders
- Identify tier one and tier two WIOA Partners and programs
- Facilitate and schedule vendor and WIOA Program Leaders on-boarding sessions

Partner training and development:

- Working with Program Leaders to schedule & deliver training needs for Partners identified during PY 2021-2022 training needs assessment

Q1 OSO RFP BUDGET REVIEW

RFP BUDGET



CONTRACT SERVICE: Arizona@Work Maricopa County One Stop Operator (OSO)
CONTRACT NUMBER: 210210-RFP
CONTRACT PERIOD: 07/01/2022 to 12/31/2022
 the month of: October 2022

Budget Line Item	Budget	YTD Expenditures	Balance
I - PERSONNEL	\$ 54,285.77	\$ 41,066.23	\$ 13,219.53
II - EMPLOYEE RELATED EXPENSES	\$ 13,832.01	\$ 10,463.68	\$ 3,368.33
III - Temporary Help Staff	\$ -	\$ -	\$ -
IV - PROFESSIONAL AND OUTSIDE SERVICES	\$ 10,500.00	\$ (474.82)	\$ 10,974.82
V - LOCAL TRAVEL	\$ 512.50	\$ 68.49	\$ 444.01
VI - Other/Miscellaneous	\$ -	\$ -	\$ -
VII - MATERIALS AND SUPPLIES	\$ 1,645.91	\$ 1,658.95	\$ (13.04)
VIII - OPERATING SERVICES: Indirect Cost & Profit	\$ 23,485.89	\$ 16,104.51	\$ 7,381.38
TOTAL	\$ 104,262.07	\$ 68,887.03	\$ 35,375.04



Community Impact Statements.

MCWDB Business Success Story

****Story Forthcoming****



Information/Discussion Only.

MCWDB Training: Title IB



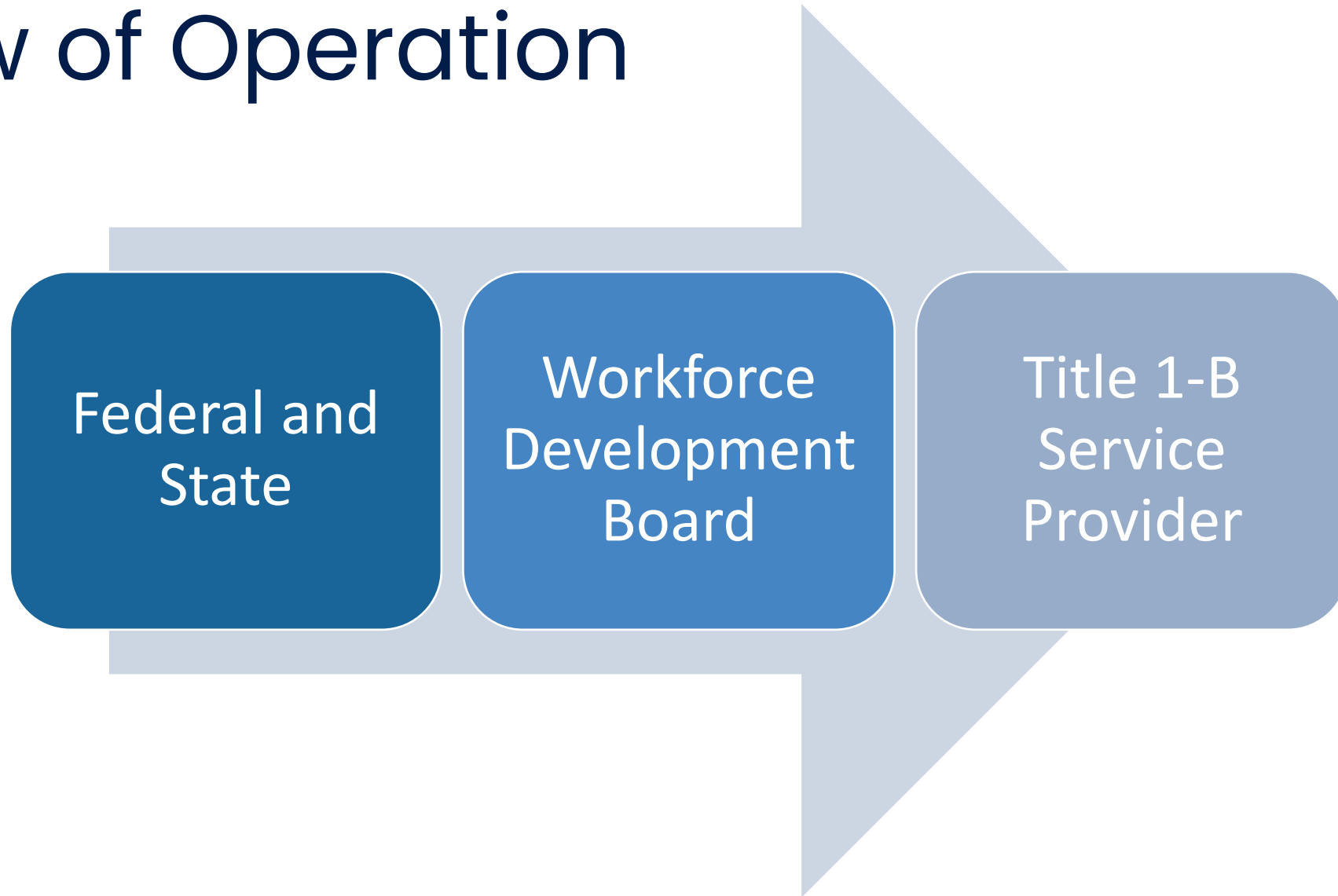
WIOA Overview



What is WIOA?

- **Workforce Innovation and Opportunity Act, 2014**
 - Strengthen and improve our nation's public workforce system
 - Help get job seekers and workers into high-quality jobs and careers
 - Help employers hire and retain skilled workers

Flow of Operation



WIOA Title Partners

WIOA TITLE	FEDERAL AGENCY	LOCAL AGENCY
I. Workforce Development	Department of Labor	Maricopa County
II. Adult Education	Department of Education	AZ Department of Education
III. Wagner-Peyser Act	Department of Labor	AZ Department of Economic Security
IV. Vocational Rehabilitation	Department of Education	AZ Department of Vocational Rehabilitation
V. General Provisions	Department of Labor	One Stop Partners



WIOA Core Programs



Adult Services



Dislocated Worker



Youth Services



Adult Education
and Literacy



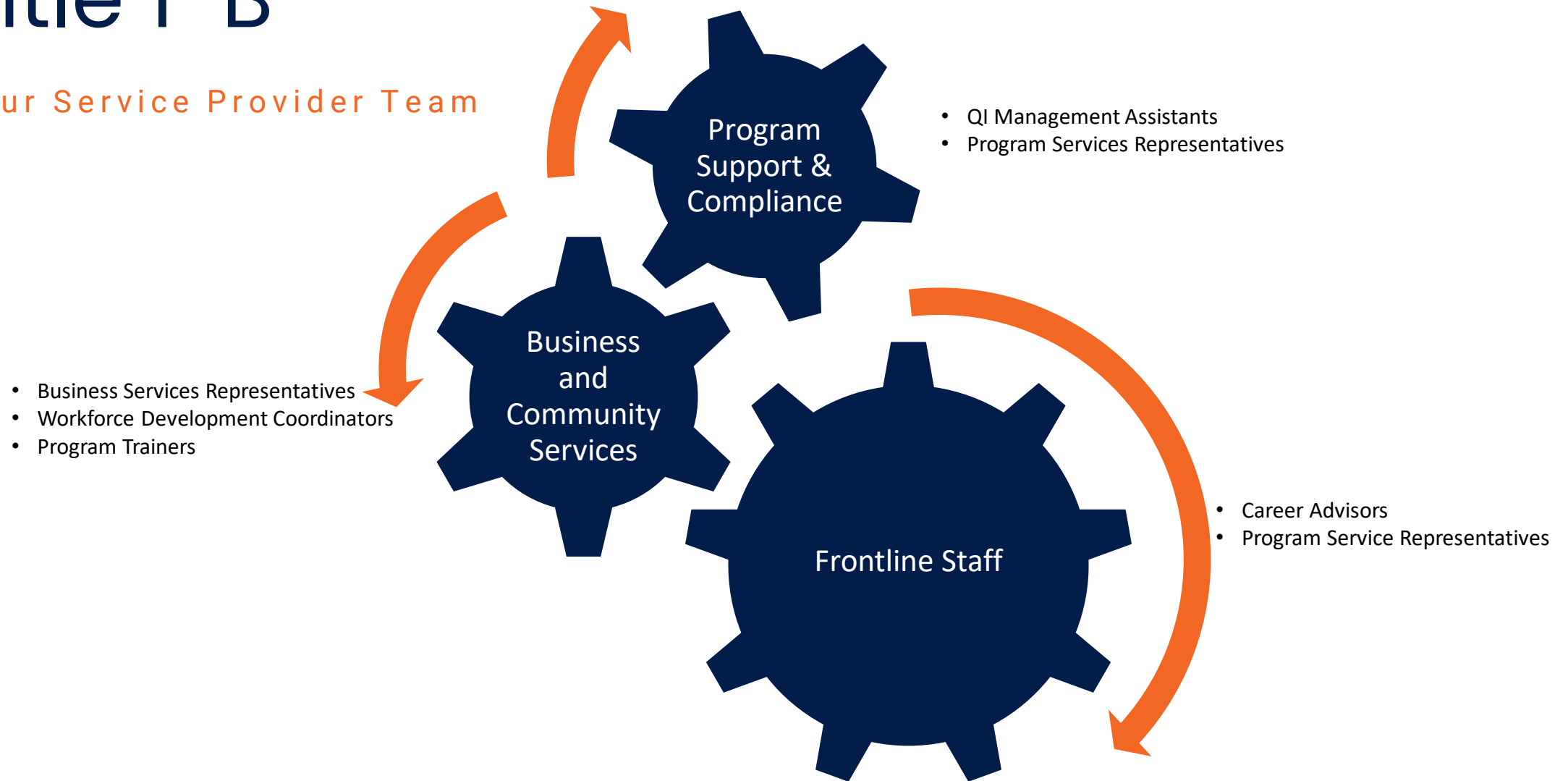
Rehabilitation
Services



Wagner-Peyser
Labor Exchange

Title 1-B

Your Service Provider Team





Programs/Initiatives

- Youth Program
- Adult Program
- Dislocated Worker Program
- Smart Justice
- 2Gen
- Rapid Response

Services

- Work Experience (WEX)
- Occupational Skills Training (OST)
- Apprenticeships
- Support Services
- Labor Market Information
- Job Postings
- Resume Labs
- Mock Interviewing
- 1on1 Business Services
- Career Fairs





Thank You

Jared Beard

jared.beard@maricopa.gov

623-280-7487

Maricopa.gov/WDD



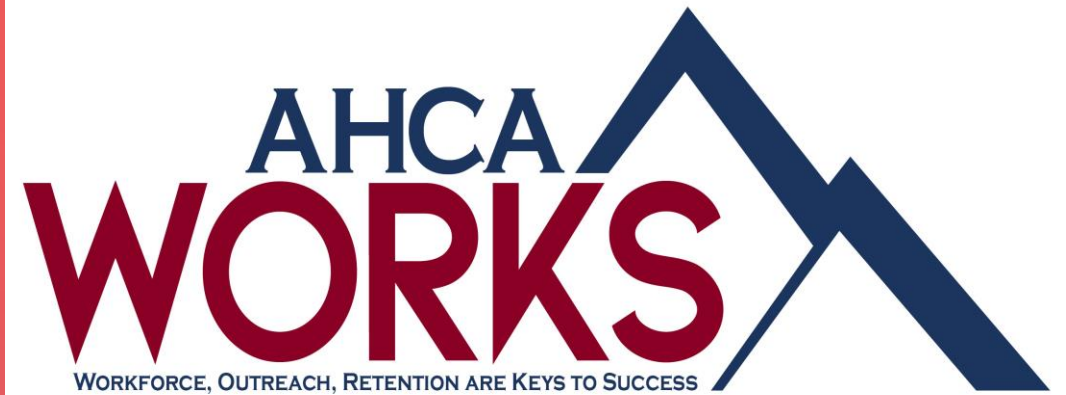
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Arizona Healthcare Association Presentation

A SOLUTION
TO THE
ARIZONA FRONTLINE
WORKFORCE CHALLENGE

JEFFREYS BARRETT, MHA, NHA, QCP

ARIZONA HEALTH CARE ASSOCIATION



THE WORKFORCE CRISIS

- More than 1.5 million people receive services in nursing homes on a national level. In Arizona there are 146 licensed skilled nursing facilities (SNF) serving over 17,000 of Arizona's most vulnerable citizens. Quality of life and care are compromised in these facilities by a devastating staffing shortage. The largest employee group in nursing homes are Certified Nursing Assistants (CNAs). These professionals have the greatest engagement with residents/patients and are by far the most difficult to recruit and retain.
- The Arizona Health Care Association recently conducted a survey that indicates over 85% of long term care facilities are experiencing a shortage of staff members to fill a shift, including both nurses and CNAs. Most importantly, 62% of facilities are operating at or near a loss. Arizona facilities have been in the epicenter of the COVID-19 pandemic and this crisis has exacerbated an already acute workforce shortage. This combination of the critical workforce shortage and limited financial resources will have an extremely detrimental impact on the fragile network of long term care service delivery in Arizona.

THE OPPORTUNITY

Governor Doug Ducey has allocated \$6.5 million in grant funds to address the workforce challenge facing both skilled nursing and assisted living. These are monies received by Arizona from the American Rescue Plan Act (ARPA), a national public policy initiative helping states recover from the COVID-19 pandemic

These funds will be administered by the Arizona Health Care Association (AHCA) to all facilities state-wide interested in focusing on recruitment, training and retention of Certified Nursing Assistants (CNAs) and Caregivers in assisted living. The grant will extend through 2024 and our exciting new program is known as AHCA WORKS- Workforce, Outreach and Retention are Keys to Success.

The mission is to bolster the long term care workforce with 1500 new, qualified frontline team members and to establish innovative and effective training programs to ensure future workforce development.

KEY PARTNERSHIPS

AHCA WORKS has established a partnership with the premier national association serving the frontline in long term care, the National Association of Health Care Assistants (NAHCA).

NAHCA will assist in driving recruitment to facilities and will develop and train preceptors to serve as coaches and support in onboarding and mentoring new team members.

AHCA WORKS will also collaborate with community partners including LeadingAge Arizona, Covenant Health Network, Arizona ALFA and existing educational and vocational training programs.

BECOMING AN EMPLOYER PARTNER



Facilities interested in **developing an on-site training program** will be provided with \$20,000 in seed money to assist in launching this training and hiring nurse educators. In order to receive these funds and become an AHCA WORKS Employer Partner, facilities will have to sign an attestation and meet key milestones. Employer Partners creating on-site training programs will also be provided a kit of clinical laboratory supplies valued at \$3,000.



Facilities who **do not have the bandwidth or capacity to develop and manage an on-site training program for CNAs and/or Caregivers** may also become an Employer Partner. AHCA WORKS will assist in driving potential recruits to them and will fund 10 training slots in external training programs. These facilities will receive \$10,000 when key milestones are met. But as of December 2022, we made it possible to expand beyond the initial \$10,000.00 if there is a need.



All Employer Partners must **commit to developing preceptor programs** to ensure support for new frontline staff and **participate in monthly retention training** provided by AHCA WORKS. This is a cornerstone of the program.

PROGRAM IMPLEMENTATION

AHCA WORKS is almost a year into its implementation. We continue to receive data for new employer partners via our introductory Survey Monkey in order to assess workforce vacancies, the existence of on site training programs and the interest of facilities in becoming Employee Partners.

We have developed a “model” training program for both CNAs and Caregivers to offer facilities to ensure support their efforts to secure approval by licensing entities.

NAHCA has launched a statewide recruitment campaign for the frontline. A website is available to identify interested recruits → work4ltc.com

The next step will be engaging facilities as official AHCA WORKS Employer Partners through signed attestations. Preceptor programs will be initiated in Employer Partner facilities.

RETENTION MATTERS

Model a culture of diversity, inclusion & belonging

We spend a lot of time at work and want to feel safe, welcome and valued. If any of these are compromised, we will leave...

Consider creative pay models- retention bonuses, monthly rewards, merit increases, community involvement

Use “person-centered language” and appropriate pronouns

Complete a cultural needs assessment with employees to determine communication style, values, safety concerns, risks, what type of rewards will incentivize them

Monitor the on-boarding process to make sure new team members feel welcome and receive the training they need

RETAIN TO SUSTAIN

Recognition counts. Consider their value in leadership meetings. Announce the Employee of the Week. Consider peer to peer recognition and daily kudos for a job well done.

Train your managers to be good supervisors. Remember that more people leave bosses than leave companies.

Employ the NAHCA Preceptor Model- ensure peer support!

Pay attention to the voices of your employees and respond immediately to concerns.

Understand the realities of their life. Provide financial assistance and emotional support when needed. Be proactive in assessing the personal needs of employees that may affect their job performance.

- * **CREATE** a positive work culture
- * **ENGAGE** your team
- * **COMMIT** to their well being
- * **SUPPORT** them on their journey
- * **VALUE** them by offering education, career ladders and financial incentives



THANK
YOU

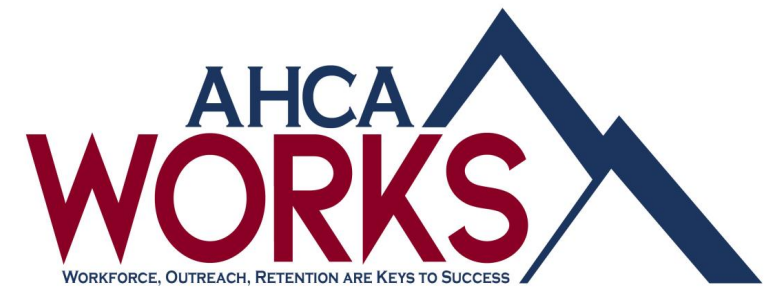
Jeffreys B. Barrett, MHA, NHA, QCP

**Director of Workforce Development,
Arizona Health Care Association**

Office: (602) 265-5331

Cell: (480) 862-0069

jbarrett@azhca.org





Information/Discussion Only.

2023 Arizona Workforce Summit Update

2023 Arizona Workforce Summit Agenda (Draft Agenda-Day 1)

“TBD”

8:30 am – 9:00 am	Check-In/Networking
9:00 am – 9:20 am	Welcome/Introductions
9:20 am – 9:30 am	Overview/Purpose of Summit
9:35 am – 10:15 am	Workforce System Overview
10:15 am – 10:30 am	<u>BREAK</u>
10:30 am – 11:15 am	Workforce Arizona Council Overview
11:20 am – 12:00 pm	LWDB Overview
12:00 pm – 1:00 pm	<u>LUNCH AND NETWORKING</u>
1:00 pm – 1:45 pm	Workforce System Integration
1:50 pm – 2:30 pm	Strategic and State Planning
2:30 pm – 2:45 pm	<u>BREAK</u>
2:45 pm – 3:30 pm	Policy & Advocacy/Wrap Up

2023 Arizona Workforce Summit Agenda (Draft Agenda-Day 2) “Prioritizing Regionalism”

8:30 am – 9:00 am	Check-In/Networking
9:00 am – 9:10 am	Welcome/Introduction of Day 2 Activities
9:15 am – 9:35 am	(National) Regional Workforce Perspective (NAWB)
9:40 am – 10:10 am	Local Elected Officials
10:10 am – 10:25 am	<u>BREAK</u>
10:25 am – 10:55 am	Local WDB Chair Panel – Workforce Development Perspective
11:00 am – 11:45 am	<u>LUNCH & NETWORKING</u>
11:45 am – 12:30 pm	Regional Education Perspective
12:35 am – 1:20 pm	Regional Economic Development Perspective
1:25 pm – 2:10 pm	Wrap Up/Acknowledgements/Next Steps/Closing Comments/Evaluations