



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, April 18, 2024 – 9:30 a.m. - 11:00 a.m.

[Meeting Link](#)

Meeting ID: 231 891 171 167

Passcode: GgjRsc

Dial-in by phone

[+1 480-702-3496,,132479089#](#) United States, Phoenix

[Find a local number](#)

Phone conference ID: 132 479 089#

The Agenda for the meeting is as follows:

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

1. Call to order.

2. Roll Call.

Meeting Objectives:

- Review the standard MCWDB Full Board meeting reports, along with the Memorandum of Understanding/Infrastructure Agreement and 2025-2027 Local Plan Timeline approval.
 - Discuss the following reports and consider the recommendation to accept them:
 - One Stop Operator Performance Update
 - Strategic Plan: Progress Report
-

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.

3. 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: February 1, 2024*
- b. Fiscal Reports*
- c. Executive Director's Report*
- d. Jobs Report*
- e. Careers Pathway Strategist Report*

****Continued next page****

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- f. One-Stop Operator Monthly Report*
 - g. Service Provider Update*
 - h. Title IB 3rd Quarter Report*

4. Chair Report.

Discussion Only.

5. Information/Discussion/Possible Action.

- a. One-Stop Operator Contract Renewal*

6. Information/Discussion Only.

- a. ARPA Reconciliation*
- b. Apprenticeship Funding Model*
- c. FY24 MCWDB Committee Membership/Appointments Update
 - i. Executive Committee Appointments
 - Anne Landers, Vice President, Junior Achievement of Arizona (MCWDB Board Member, New Executive Committee Member)
 - ii. Youth Committee Appointments
 - Anne Landers, Vice President, Junior Achievement of Arizona (MCWDB Board Member, New Youth Committee Chair)
 - Heather Carter, Senior Vice Chancellor, External Affairs, Maricopa County Community Colleges District (MCWDB Board Member)
 - Brian Jones, ACE Academic Director, Grand Canyon University (Non-Board Member)
- d. MCWDB Committee Updates
 - i. Executive Committee
 - ii. Employer Connection Committee
 - iii. Regional Workforce Initiatives Committee

7. Call to Public.

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8. Adjourn.

NEXT MEETING: September 5, 2024 (Pending Schedule Approval)

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Consent Agenda.

Meeting Minutes



MINUTES OF PUBLIC MEETING OF THE MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD

Thursday, February 1, 2024 – 1:30 p.m.

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

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

Members Present: Angela Creedon, Anne Landers, Bonnie Schirato, Kathryn “Che” Collins, Elizabeth Valdez, Gregg Ghelfi, Jacob Evenson, Joe Veres, John Soto, Konrad Robichaud, Leah Hill, Loren Granger, Matt Clark, Scott Sudhalter, Tina Drews

Members Absent: Grenee Martacho, Jason Walker, Marcia Veidmark, Noelle Trinder, Shawn Hutchinson

MEETING

Call to Order.

Maricopa County Workforce Development Board (MCWDB) Chair Leah Hill called the meeting to order at 1:34 p.m. and requested a roll call.

Roll Call.

MCWDB Board Liaison Deseret Romero took the roll call. A quorum was present.

Welcome, Opening Remarks, and Meeting Objectives.

Chair Hill welcomed everyone to the meeting and thanked Nancy Avina for her years of service as an MCWDB staff member as she advanced to a career opportunity outside of Maricopa County. Chair Hill provided a brief overview of Ms. Avina’s years of service to Maricopa County.

Chair Hill introduced new MCWDB Member John Soto. Mr. Soto is filling the seat of former Member Ismial Rangel. Chair Hill thanked Mr. Rangel for his service to the Board and wished him well.

Chair Hill also introduced newly appointed Maricopa County Assistant Manager Marcy Flanagan. Ms. Flanagan thanked the Board for their service and provided a brief overview of her professional background.

Chair Hill read the objective for the February 1, 2024, MCWDB Full Board meeting.

- Review the standard MCWDB Full Board meeting reports, along with the Memorandum of Understanding/Infrastructure Agreement and 2025-2027 Local Plan Timeline for approval.
- Discuss the following reports and consider the recommendation to accept them:
 - One Stop Operator Performance Update
 - Strategic Plan: Progress Report

Chair Hill shared the following MCWDB Vision and Values.

Vision

The MCWDB is a best-in-class workforce system that connects jobseekers to career opportunities and

employers to skilled talent, stimulating economic prosperity and enhancing quality of life for all.

Values

The MCWDB’s values are as follows:

- Customer-centric service
- Public trust and accountability
- Data-driven and performance-based
- Responsive to a changing environment

Consent Agenda.

- Meeting Minutes: December 5, 2023
- Fiscal Reports
- Executive Director’s Report
- Jobs Report
- Careers Pathway Strategist Report
- One-Stop Operator Monthly Report
- Service Provider Update
- Memorandum of Understanding/Infrastructure Agreement (MOU/IFA) Six-Month Renewal
- 2025-2027 Local Plan Timeline and Process

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

All in favor vote held:

In favor: Angela Creedon, Bonnie Schirato, Kathryn “Che” Collins, Elizabeth Valdez, Gregg Ghelfi, Jacob Evenson, Joe Veres, John Soto, Konrad Robichaud, Leah Hill, Matt Clark, Scott Sudhalter

Opposed: None

Abstained: None

Motion passed.

Chair Report.

Chair Hill thanked the Board members for their continued service and looked forward to the new year.

Information/Discussion/Possible Action.

- One-Stop Operator Performance Update
MCWDB Executive Director Steve Clark provided an overview of the One-Stop Operator Performance Update. Below are the highlights of the overview.

One-Stop Operator (OSO) Performance Update

Role of OSO

Scope of Work

- Lead, convene, and advocate for all partners;
- Coordinate the seamless service delivery of required one-stop partners;
- Act as a point of contact to facilitate communication;
- Coordinate Title partner leadership;
- Gather and report performance data

Performance Concerns

- Integration of a reporting platform;
- Ensure that a OSO is in place;

OSO Response to Concerns

- Develop training on integrated service delivery;
- Develop tool to measure effectiveness, accessibility and continuous improvement within centers;
- Develop a communication strategy to increase partner attendance;
- Analyze Needs Assessment;
- Create vision for integrated services

Next Steps

- MCWDB staff provide support and become a partner

- Meaningful, structured meetings as described in contract;
- Coordinate the seamless service delivery of required OSO partners;
- Lack of a professional needs analysis;
- Lead, convene and advocate for all partners
- Increase frequency of MCWDB monitoring and connection;
- Hold OSO staff accountable to the requirements identified in the SOW and OSO contract;
- Reassess OSO performance assessment

MOTION: Chair Hill asked for a motion to accept the One-Stop Operator Performance Update as presented. Che Collins made a motion; Angela Creedon seconded the motion.

All in favor vote held:

In favor: Angela Creedon, Bonnie Schirato, Kathryn “Che” Collins, Elizabeth Valdez, Gregg Ghelfi, Jacob Evenson, Joe Veres, John Soto, Konrad Robichaud, Leah Hill, Loren Granger, Matt Clark, Scott Sudhalter

Opposed: None

Abstained: None

Motion passed.

b. Strategic Plan: Progress Report

MCWDB Executive Director Steve Clark provided an overview of the Strategic Plan: Progress Report. Below are the highlights of the overview.

Strategic Plan: Progress Report

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

January 2024 - The UniteUS platform is being rolled out to all appropriate staff in the Workforce Development Division. Training has been scheduled, and this universal platform should enhance our ability to communicate with all partners. Additionally, work continues to build relationships with the One-Stop Operator and our core partners. We acknowledge the opportunity to improve and apply the MCWDB best-in-class philosophy in this area.

Goal #2: Expand the role of the Maricopa County Workforce Development Board (MCWDB) in regional economic development efforts.

January 2024 - Partnerships in economic development have progressed this past year. MCWDB staff have been active in the Arizona Association for Economic Development (AAED) to connect with leaders in this area. Regional partnerships with the City of Phoenix, Pinal County, Greater Phoenix Chamber Foundation, WESTMARC, and many other municipalities have allowed for better workforce integration and economic development. Plans for this next year include a continuation of the 1st Annual Arizona Regional Workforce Summit in September 2024. The 2024 Central Arizona Regional Workforce Forum will focus on economic development, education, and workforce development.

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

January 2024 – We have made respectable progress in engaging educational leaders from K-12 through post-secondary. The MCWDB Youth Committee engages in conversations around ways to bridge the gap between K-12 and the current career pathways for students. The Youth Committee has discussed career pathways, from those requiring little or no formal schooling beyond high school to opportunities for those open and able to attend formal and informal education after high school graduation. One of the focuses of this committee is how the Arizona@Work system can provide support for all who qualify. The Youth Committee continues to expand its roster to include all stakeholders across the education spectrum.

The MCWDB staff has begun reaching out to professional organizations in career and technical education, school administrators, school board members, and others to educate these major stakeholders on career literacy issues and better inform them of the opportunities in the in-demand industries of today and tomorrow.

Goal #4: Strengthen regional collaboration among the Maricopa County Workforce Development Board and other local workforce areas.

January 2024 – The planning and coordination of the 2023 Arizona Regional Workforce Summit in June 2023 was the catalyst for the close partnerships in the central Arizona region. The Executive Directors of each respected

workforce area of Maricopa County, the City of Phoenix, and Pinal County continue to meet at least monthly to discuss innovative approaches to workforce development and how we can look at solutions from a regional perspective.

In July 2023, the MCWDB approved a new Regional Initiatives Committee focusing on regional collaboration. The committee membership includes leaders, staff, and Board members from all three areas, and subject matter experts in workforce development. The committee will have a significant role in guiding the planning and implementation of the 2024 Central Arizona Regional Workforce Forum, which will take place in September 2024.

Goal #5: Increase participation of individual job seekers and businesses served across all Maricopa County Workforce Development Board title partner programs.

January 2024 – For the second year in a row, the MCWDB Employer Connection Committee (ECC) analyzes our in-demand industries and occupations. As part of the committee's goals, they will review and examine our current industry selection and explore potentially modifying the list based on the economic and labor market projections. The Arizona Office of Economic Opportunity has been a valuable partner. The ECC will submit its recommendation to the MCWDB Executive Committee and eventually the Full Board for consideration.

The participation of job seekers and local businesses continues to grow. We collaborate with our regional partners to continue to provide services as WIOA allocations dwindle. It will be necessary to continually assess the availability of funds as we expand our client and business partner base.

Goal #6: Maximize the scope of services available to individuals served by our title partner programs.

January 2024 – Management and oversight of the ETPL have been transferred from WDD to our MCWDB staff. This has resulted in the MCWDB more closely overseeing current programs on the ETPL, evaluating and assessing the applications of potential new providers, and interfacing with the state of Arizona to implement the ETPL according to the regulations. In 2023, we had five new providers and 20 new programs.

Changes to the services provided are routinely shared with the Board, including allocation changes that impact services.

Goal #7: Position the Maricopa County Workforce Development Board as a forward-thinking strategic leader.

January 2024 – Best practice research and investigating successful innovative approaches to workforce development issues are an ongoing focus of our staff and Board. Many opportunities for sharing are available locally and regionally.

Our staff and Board members continue to attend the National Association of Workforce Boards Summit in Washington, D.C. This event has proven to be a valuable avenue to share and explore best practices. At the March 2024 Forum, we are being nominated for the Trailblazer Award, which honors a workforce development board that has been a leader in adopting the changes envisioned in the Workforce Innovation and Opportunity Act (WIOA).

Goal #8: Create system-wide standards derived from implemented best practices that improve the scope and quality of services from partners and providers.

January 2024 – The relationship and performance of our One-Stop Operator has shown room for improvement. The scope and quality of services and building positive relationships with the core partners are significant roles for the OSO. We hope to implement changes over this next year to improve results for Goal #8 significantly.

MOTION: Chair Hill asked for a motion to accept the Strategic Plan: Progress Report as presented. Loren Granger made a motion; Bonnie Schirato seconded the motion.

All in favor vote held:

In favor: Angela Creedon, Anne Landers, Bonnie Schirato, Kathryn “Che” Collins, Elizabeth Valdez, Gregg Ghelfi, Jacob Evenson, Joe Veres, John Soto, Konrad Robichaud, Leah Hill, Loren Granger, Matt Clark, Scott Sudhalter

Opposed: None

Abstained: None

Motion passed

Information/Discussion Only.

a. MCWDB Success Story

Workforce Development Division Career Advisor Angie Dabrowski shared the MCWDB success story.

Chair Hill thanked Ms. Dabrowski for sharing the impactful story.

b. FY24 MCWDB Committee Membership/Appointments Update

Chair Hill shared the following appointments to the FY24 MCWDB Committee Membership Roster.

i. Employer Connection Committee Appointments

- John Soto, Department's Division of Employment and Rehabilitation Services, Arizona Department of Economic Security (MCWDB Board Member)

c. MCWDB Committee Updates

i. Executive Committee

Chair Hill shared a brief review of the January 18th Executive Committee meeting.

- Provided review of the following Reports:
 - Fiscal Report
 - MOU/IFA 6-Month Renewal
 - OSO Performance Update
 - 2025-2027 Local Plan Process and Timeline
 - Workforce Development Board Dashboard

ii. Youth Committee

Youth Committee Chair Joe Veres shared a brief review of the January 4th Youth Committee meeting.

- Discussion on innovative ideas on how to share apprenticeship, CTE, and other career opportunities and pathways with our youth.
- Arizona is the first to launch the nation's registered apprenticeship for semi-conductor and advanced manufacturing with TSMC.

iii. Employer Connection Committee

Employer Connection Committee Chair Konrad Robichaud shared a brief review of the December 7th Employer Connection Committee meeting.

- Approval of FY24 Employer Connection Committee Goals.
- Pipeline Arizona presentation (Career Development Program)
- Committed to hosting a local workforce program presentation at each meeting.

iv. Regional Workforce Initiatives Committee

Regional Workforce Initiatives Committee Chair Bonnie Schirato shared a brief review of the February 1st Regional Workforce Initiatives Committee meeting.

- Approval of FY24 Regional Workforce Initiatives Committee Goals.
- Greater Phoenix Chamber: Regional Collaborative Highlights Presentation
- 2024 Central Arizona Regional Workforce Forum Planning

Call to the Public.

Chair Hill made a call for public comment. The following person and comments were shared.

Speaker

Nicole Kelsheimer

Arizona Department of Education

Comments

Rio Salado College published an article in the Phoenix Business Journal profiling their program and their successes, while explaining the adult education services available to students. She wanted to be sure to share their commitment to serving the community and remind everyone of the services available.

Adjourn.

Chair Hill adjourned the MCWDB meeting at 2:20 p.m.

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

DRAFT



Consent Agenda. Fiscal Report



FY24 WIOA Financial & Budgetary Review





FY24
**WIOA Financial & Budgetary
Review**

Nicole Forbes
Finance & Budget Manager

FY2024 WIOA Budget to Actual

Service Provider Approved Budget \$16,822,094

Expended YTD as of March 31st, 2024

\$9,753,881

WDB Approved Budget= \$ 1,263,757

Expended YTD as of March 31st, 2024

\$738,962

**In FY24 at minimum \$12,155,817 must be expended by June 30th, 2024

80% Expended as of March 31st, 2024

WIOA Funding by Category

Fiscal Year 07/01/2023-06/30/2024 FY24 Service Provider (WDD)						
	FY24 Approved Budget	YTD FY24 3/31/2024	% Spent YTD	Forecast	% Forecast	Balance Remaining
Roll Up						
ADULT	10,406,366	6,484,745	62%	8,905,214	86%	1,501,152
DW	887,510	619,366	70%	887,510	100%	0
YOUTH	5,228,219	2,640,504	51%	3,756,592	72%	1,471,627
RR	300,000	9,266	3%	41,630	14%	258,370
Total	16,822,095	9,753,881	58%	13,590,946	81%	2,972,780
Fiscal Year 07/01/2023-06/30/2024 FY24 Workforce Development Board (WDB)						
	FY24 Approved Budget	YTD FY24 3/31/2024	% Spent YTD	Forecast	% Forecast	Balance Remaining
Roll Up						
ADULT	985,730	576,390	58%	817,662	83%	168,069
DW	37,913	22,169	58%	31,449	83%	6,464
YOUTH	240,114	140,403	58%	199,174	83%	40,940
Total	1,263,757	738,962	58%	1,048,284	83%	215,473



**WORKFORCE DEVELOPMENT BOARD
BUDGET FY 2024
Mar-24**

	202401	202402	202403	202404	202405	202406	202407	202408	202409	202410	202411	202412	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED	
WDB-FY24	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN				
TOTAL COSTS	1,263,757	1,157	5,131	178,705	109,485	110,290	71,738	80,841	51,437	130,178	114,197	107,711	87,414	738,962	1,048,284	215,473	58%
	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED
PERSONNEL																	
REGULAR SALARIES	411,218			101,596	21,918	62,703	33,646	35,201	33,615	41,757	32,037	32,037	32,037	330,438	426,548	(15,330)	80%
TOTAL PERSONNEL	411,218	-	-	101,596	21,918	62,703	33,646	35,201	33,615	41,757	32,037	32,037	32,037	330,438	426,548	(15,330)	80%
FRINGE BENEFITS																	
TAXES	38,735			7,693	1,629	4,649	2,492	2,589	2,467	3,116	2,451	2,451	2,451	24,634	31,987	6,748	64%
RETIREMENT	61,622			12,495	2,694	7,419	4,135	4,326	4,131	3,213	3,937	3,937	3,937	38,413	50,225	11,397	62%
MEDICAL	81,792			17,040	7,816	6,248	6,680	3,680	5,680	4,544	5,680	5,680	5,680	51,688	68,728	13,064	63%
UNEMPLOYMENT & WORKERS' COMP	2,500				292	-	-	292	-	-	292		292	584	1,168	1,333	23%
TUITION REIMBURSEMENT	10,500													-	-	10,500	0%
BUS CARD				24										24	24	(24)	
TOTAL FRINGE BENEFITS	195,149	-	-	37,252	12,430	18,315	13,307	10,887	12,278	10,873	12,360	12,068	12,360	115,343	152,132	43,017	59%
INDIRECT COSTS																	
INDIRECT COSTS	153,340			17,421	13,398	7,625	21,179	17,462	10,188	11,684	9,856	9,791	9,856	98,958	128,461	24,879	65%
TOTAL INDIRECT COSTS	153,340	-	-	17,421	13,398	7,625	21,179	17,462	10,188	11,684	9,856	9,791	9,856	98,958	128,461	24,879	65%
TRAVEL & TRAINING																	
TRAVEL	35,000	130	685	1,561	-	232	106	14,672	107	17	11,097		6,395	17,509	35,000	(0)	50%
TOTAL TRAVEL & TRAINING	35,000	130	685	1,561	-	232	106	14,672	107	17	11,097	-	6,395	17,509	35,000	(0)	50%
SUPPLIES																	
OFFICE SUPPLIES	5,000	21		822	131	43	2,263	820	344	-		43		4,444	4,487	513	89%
FOOD	1,500													-	-	1,500	0%
POSTAGE	50													-	-	50	0%
NON-CAPITAL EQUIPMENT	5,000													-	-	5,000	0%
TOTAL SUPPLIES	11,550	21	-	822	131	43	2,263	820	344	-	-	43	-	4,444	4,487	7,063	38%
CONTRACTUAL																	
ONE STOP OPERATOR	397,000			19,381	58,762	19,539	0	-	-	63,897	49,747	52,832	26,416	161,580	290,575	106,425	41%
CONSULTANT	40,000													-	-	40,000	0%
TOTAL CONTRACTUAL	437,000	-	-	19,381	58,762	19,539	0	-	-	63,897	49,747	52,832	26,416	161,580	290,575	146,425	37%
OPERATING SERVICES																	
ASSOCIATION/MEMBERSHIPS	8,000	1,006	4,446	282	-	864	77	801	-	-		590		7,476	8,066	(66)	93%
MARKETING	2,000													-	-	2,000	0%
LABOR MARKET	1,000													-	-	1,000	0%
PRINTING (COPIER)	6,000													-	-	6,000	0%
CELL PHONES/LAND LINES	3,500			389	2,846	968	1,160	998	(5,095)	1,949	(900)	350	350	3,216	3,016	484	92%
TOTAL OPERATING SERVICES	20,500	1,006	4,446	671	2,846	1,832	1,237	1,799	(5,095)	1,949	(900)	940	350	10,691	11,081	9,419	52%
TOTAL COSTS	1,263,757	1,157	5,131	178,705	109,485	110,290	71,738	80,841	51,437	130,178	114,197	107,711	87,414	738,962	1,048,284	215,473	58%





Thank You



Consent Agenda.

Executive Director's Report



Maricopa County Workforce Development Board Report **Steve Clark, Executive Director**

April 17, 2024

MCWDB Membership Update

We are pleased to welcome our two newest board members to the Board. The Maricopa County Board of Supervisors (BOS) approved Ruben Eddie Baldenegro and Tim Willenborg at a recent BOS meeting. Ruben and Tim will be introduced at the April 18 full board meeting.

On June 30, 2024, some board memberships will be expiring. We will reach out to each member whose term is expiring to assist you in the procedure to renew your membership. We will be targeting the June BOS meeting for membership renewal action.

Staffing Updates

We are very excited to welcome our new team members to the MCWDB staff. Our new team brings with them a significant amount of experience, knowledge, and education to the team. The new members include Laura Malhoit, Compliance and Policy Manager, and Lisa Mehaffey, Board Liaison. Instead of taking a step back in the transition, we feel very fortunate to be able to return to reasonably normal operational status almost immediately. The full MCWDB team roster includes:

- Steve Clark, Executive Director
- Laura Malhoit, Compliance and Policy Manager
- Julia Maciel, Management Analyst
- Katelyn Harris-Lange, In-Demand Careers and Apprenticeship Strategist
- Lisa Mehaffey, Board Liaison

Local Plan

The MCWDB staff have been concentrating efforts on completing the 2025-2028 Local Plan. This project is a mandated requirement of WIOA. We have been involved in a significant overhaul and restructuring of this important document. The Local Plan process includes approval by the MCWDB in October, MCBOS in early November, and final approval by the Workforce Arizona Council in late November 2024.

Apprenticeship Building America (ABA2) Grant

I am happy to share that Maricopa County submitted our grant application for the ABA2 grant this past week. In cooperation with our partners in the Human Services Department, the City of Phoenix, and Pinal County, this grant is for potentially \$6M to allow us to develop the Central Arizona Registered Apprenticeship Coalition (CARAC), a regional hub representative of Local Workforce Areas, Equity Focused CBO's, Education Partners, State Apprenticeship Office, and Industry Partners (Healthcare and Manufacturing). Under this coalition, the goal is to develop 3-5 new Registered Apprenticeship Programs (RAPs), and increase the capacity of 2-3 current RAPs through additional employer partners. Of the funding made available, the 6 million would have been allocated as follows:

- 3 Million in Employer Incentives to those able to commit as an employer partner for supported RAPs.
- 1.5 Million in contractual costs to support curriculum development and staff from COP and Pinal.
- 1.5 Million to cover all other operational costs incurred by Maricopa County, including personnel, travel, supplies, etc.

The goal would be to establish a regional authority on apprenticeship development while concurrently exploring the county's capacity to serve as a sponsor/intermediary. We also committed to integrating these newly developed/supported programs into the local workforce system as eligible programs, pledging 200 apprentices enrolled by the end of the performance period (June 30, 2028)

Projects

We are continuing to work on several projects. They include:

- Partner collaboration
- Apprenticeship funding
- Youth Apprenticeships
- In-Demand industries research/selection
- ETPL oversight
- OSO oversight
- 2024 Central Arizona Workforce Forum
- MCWDB Committee Agenda Development
- Career Center Certification
- Title II Adult Education Applications
- Local Plan development

A handwritten signature in black ink that reads "Steve Clark". The signature is written in a cursive, slightly slanted style.



Consent Agenda
Jobs Report
January & February

Arizona & Maricopa County Job Report

January 2024

Julia Maciel

National Summary

Main Takeaways:

- Total Non-Farm employment increased by 353,000 in January for the U.S.
- Job gains continued to trend up in goods and services and public sector jobs.
- Unemployment rate remained at 3.7%
- Average hourly wages grew by 0.6% in January.

Arizona Summary

Main Takeaways:

- Arizona's total nonfarm employment in January was 2,433.1
- The unemployment rate dropped to 4.2% in January.

Arizona Commerce Authority
 Arizona Office of Economic Opportunity
 Bureau of Labor Statistics

Maricopa County Summary

Maricopa County Employment & Unemployment 2024	
	January
Nonfarm Employment	2,433.1
Unemployment Rate	3.3%

- Maricopa County's unemployment rate remained at 3.3% in January 2024.
- **Construction** employment increased in January to 170.5.
- **Manufacturing** employment decreased to an employment level of 148.1
- **Transportation and Warehousing** employment levels increased in January to 113.7.
- **Healthcare and social assistance** employment levels increased to a rate of 340.6.
- **Finance and insurance** employment levels decreased to 163.

Maricopa County Labor Force January 2024			
Industry	Employment Level	% Change from a year ago	Numeric Year over Year Change
Mining & Construction	174,200	+6%	8,500
Manufacturing	148,100	-1.5%	-2500
Private Education & Health Services	406,100	+5.0%	16,402
Information	41,000	-6.2%	-3,500
Financial Activities	210,600	+0.4%	2,300
Trade, Transportation, & Utilities	122,500	+1.2%	700

Arizona & Maricopa County Job Report

February 2024

Julia Maciel

National Summary

Main Takeaways:

- Total Non-Farm employment increased by 275,000 in February for the U.S.
- Job gains continued to trend up in health care, in government, in food services and drinking places, in social assistance, and in transportation and warehousing.
- Unemployment rate increased to 3.9%
- Average hourly wages grew by 5 cents in February to \$34.57

Arizona Summary

Main Takeaways:

- Arizona's total nonfarm employment increased by 16,300 jobs in February.
- The unemployment rate dropped to 4.1% in February.
- The private sector recorded a gain of 9,200 jobs in February, led by gains in Professional & Business Services (3,800 jobs) and Leisure & Hospitality (3,300 jobs)

Arizona Commerce Authority
 Arizona Office of Economic Opportunity
 Bureau of Labor Statistics

Maricopa County Summary

Maricopa County Employment & Unemployment 2024		
	January	February
Nonfarm Employment	2,433.1	2,362.1
Unemployment Rate	3.3%	3.2%

- Maricopa County's unemployment rate dropped to 3.2% in February 2024.
- **Construction** employment remained at 170.5 in February.
- **Manufacturing** employment remained at an employment level of 148.1.
- **Transportation and Warehousing** employment levels decreased in February to 112.5.
- **Healthcare and social assistance** employment levels increased to a rate of 342.
- **Finance and insurance** employment levels remained at 163.

Maricopa County Labor Force February 2024			
Industry	Employment Level	% Change from a year ago	Numeric Year over Year Change
Mining & Construction	168,600	+4.5%	7,200
Manufacturing	141,000	-0.3%	-400
Private Education & Health Services	400,000	+7.2%	26,700
Information	39,800	-7.9%	-3,400
Financial Activities	208,600	-0.7%	-1,500
Trade, Transportation, & Utilities	459,700	+2.2%	10,000



Consent Agenda.

Careers Pathway Strategist Report

In-Demand Career & Apprenticeship Strategist Report

Katelyn Harris Lange | February 2024

Presentations

Phoenix Chamber Foundation

- Feb 28: Healthcare Collaborative presentation on apprenticeships w/ Unitedhealth Group



Meetings & Outreach

- Feb 6: Valley of the Sun United Way Workforce Coalition
- Feb 8: AAED Workforce Committee
- Feb 12: Apprenticeships @ Jamestown University
- Feb 20: Center for the Future of Arizona Apprenticeship Accelerator Planning Meeting
- Feb 21: Westmarc Workforce Success Series
- Feb 22: Arizona's Semiconductor Surge (see picture above)
- Feb 23: IT/Cybersecurity Industry Collaborative Maricopa Community Colleges
- Feb 27: Arizona PBS

Upcoming Workforce Events

*Click the event title to be taken to the event page

- February is Career Technical Education (CTE) Month!
- March 7: [Building Arizona's Economy from Within @ Helios \(Phoenix Business Journal\)](#)
- March 23-26: [NAWB Conference, Washington D.C.](#)
- April 3: [AAED + Phoenix Suns Professional Pathways Expo](#) (seeking employers, college student focus)
- May 5-11: [National Youth Apprenticeship Week](#)
- May 8 @10am: Regional Youth Apprenticeship Accelerator (Virtual)

Committee Membership

- Westmarc West Valley Workforce Workgroup
- Arizona Assoc for Economic Development (AAED) Workforce Committee
- Healthcare Apprenticeships (Center for the Future of Arizona)
- Valley of the Sun United Way (VSUW) Workforce Coalition
- BuildItAZ Pathways Committee (Office of Economic Opportunity)
- IT/Cyber Industry Sector Collaborator (Maricopa Community College District)

TOP PROJECTS & NEW CONNECTIONS

In-Demand Career & Apprenticeship Strategist Report

Katelyn Harris Lange | March 2024

Committee Membership

- Westmarc West Valley Workforce Workgroup
- Arizona Assoc for Economic Development (AAED) Workforce Committee
- Healthcare Apprenticeships (Center for the Future of Arizona & Greater Phoenix Chamber)
- Valley of the Sun United Way (VSUW) Workforce Coalition
- IT/Cyber Industry Sector Collaborator (Maricopa Community College District)

Meetings & Outreach

- **March 1:** ARIZONA@WORK Monthly Communications Meeting
- **March 4:** Greater Phoenix Chamber Foundation
- **March 5:** Jobs For Arizona's Graduates
- **March 6:** Office of Refugee Resettlement
- **March 7:** Phoenix Biz Journal, ASU & Helios Workforce Data
- **March 8:** HCAP (Health Career Advancement Program)
- **March 11:** WESTMARC
- **March 14:** AAED Workforce Committee
- **March 19:** Addressing AZ's Healthcare Worker Shortage/Phoenix Chamber

Upcoming Workforce Events

*Click the event title to view the event page

- **April 3:** [AAED + Phoenix Suns Professional Pathways Expo](#) (seeking employers, college student focus)
- **April 4-5:** [2024 Arizona Healthcare Workforce Summit](#)
- **April 16:** [AZ Good Business Summit](#)
- **April 23:** [AAED AZ Workforce Development Orange Academy Course](#)
- **May 5-11:** [National Youth Apprenticeship Week](#)
- **May 8:** [Regional Youth Apprenticeship Accelerator](#) (Virtual)
- **May 20-22:** [National Assoc of Workforce Development Professionals Conference](#)

NAWB Conference

March 23-26: MCWDB Members & Staff visit Washington D.C. for the National Association of Workforce Development Boards Conference



TOP PROJECTS & NEW CONNECTIONS



Consent Agenda.

One-Stop Operator Monthly Report



MARICOPA COUNTY

A proud partner of the AmericanJobCenter network

To: Steve Clark, Workforce Board; Laura Malhoit, Workforce Board of Maricopa Workforce Development Board (MCWDB)

Date: April 16, 2024

From: Janine Estrada – One Stop Operator

Subject: One-Stop Operator Report: - April- 2024

1. Maricopa County One Stop Operator Front Desk Customer Interactions:

East Valley Career Center (Mesa)

Service	March-24
On-site assistance (resume writing, Title I registration, program referrals, job referrals, Arizona Job Connection (AJC) referrals, and other related services)	772
Calls	199
DES (AJC, Unemployment)	172
Smart Justice calls	41

West Valley Career Center (Glendale)

Service	March-24
On-site assistance (resume writing, Title I registration, program referrals, job referrals, Arizona Job Connection (AJC) referrals, and other related services)	935
Calls	
DES (AJC, Unemployment)	177
Smart Justice calls	157

The number of Enrollments for March	Youth	36
	Adult/Dislocated Worker	106
The updated number of Enrollments for February	Youth	46
	Adult/Dislocated Worker	108

Number of customers welcomed at Satellite sites. (count ck kiosk numbers)

<u>SATELLITE LOCATION</u>	<u>NUMBER OF CUSTOMERS WELCOMED</u>
Mesa	4
Queen Creek	38
Tempe	4
Scottsdale	9
Wickenburg	0
Surprise	36
Avondale	2
Gila Bend	12
Goodyear	0

Job Fairs

	<u>Number of Events</u>	<u>Number of Employers</u>	<u>Number of Attendees</u>
West Valley (Glendale)	2	20	111
East Valley (Mesa)	3	49	207

Business Services Highlight:

The Glendale Multi Employer hiring event held 3/12/24 at the WVCC was a collaborative effort in partnership with County, DES, and City of Phoenix staff.



- 10 employers participated in the event.
- 2 were new employers.
- 104 candidates pre-registered for the event
- 73 people attended the event.
- Several employers indicated they were arranging 2-3 interviews with candidates to potentially offer positions. One employer stated that he had nearly a dozen prospects who were planning to complete online applications for consideration.

Location: Goodyear City Hall Cayon Trail 1 & 2 1900 N. Civic Sq Goodyear, AZ 85395

DATE/TIME	JOB CENTER LOCATION	# BUSINESS	# OF JOB SEEKERS ATTENDED	# Interviews	#Of Hires
3/6/2024	Goodyear City Hall Cayon Trail 1 & 2	10	38	5	0

List of companies participating

- Abrazo
- Proverbs Group Homes
- City of Goodyear
- City of Goodyear PD
- Goodyear Cares
- Phoenix PD
- Dress for Success
- Oliver Industries
- Home Instead
- Maricopa County WEX

Location: SE Regional Library 775 N. Greenfield Rd. Gilbert, AZ 85234

DATE/TIME	JOB CENTER LOCATION	# BUSINESS	# OF JOB SEEKERS ATTENDED	# Interviews	#Of Hires
3/28/2024	Queen Creek Partnership Site	20	63	16	19

List of companies participating

- Customs and Border Protection (Office of professional responsibility).
- Mesa Community College
- The Geo Group
- Boys and Girls Club of the Valley
- Arcadia Home Care and Staffing
- Canyon State Academy
- Express Employment Professionals
- Fry’s Foods
- Aramark
- Health Pro Heritage
- PRO EM National Event Services
- Marriott International
- Chandler Gilbert Community College
- Southwest Key Programs
- Lovesac Furniture
- Higley Unified School District
- AB Staffing Solutions
- Proverbs Group Homes
- Empire-CAT
- NMG Aerospace

Highlight: Nineteen job placements were made as a result of this event!



Location: Vista Del Camino Community Center | 7700 E. Roosevelt St. Scottsdale, AZ 85257

DATE/TIME	JOB CENTER LOCATION	# BUSINESS	# OF JOB SEEKERS ATTENDED	# Interviews	#Of Hires
March 21, 2024	Scottsdale	14	79	11	9

List of companies participating

- ABM
- Arizona Department of Transportation
- Banner Health
- BMO Harris, City of Scottsdale
- HonorHealth
- Keolis Transit
- America
- Lovesac Furniture
- Maricopa County
- Pro Em National Event Services
- Scottsdale Police Department
- Square One
- Concepts
- United States Navy

Highlight:

Our What to Wear Career Fair was held on March 21, 2024 and was a great success with 14 Employers, 79 job seekers, 9 job placements to date, possibly more to come. We partnered with Scottsdale Economic Development and had a professional clothing drive to support our Hiring event and collected 3,000 lbs. of clothing. At the event we were able to distribute 500 lbs. of clothing and donated the overage to A New Leaf in Mesa, Nourish PHX and WHEAT Clothes silo. Our donations will support empowerment programs and clothing will be distributed free of char



Training Team Update 03/31/2024

Covers the period July 1, 2023 – March 31, 2024

Success Story / Highlights:

1. Trainer facilitated CPR & First Aid class certifying 4 clients and 11 staff. Staff in attendance were from EED, SASD, WDD, & DES.
2. Trainer assisted in creation of presentation materials working with Rapid Response coordinator to facilitate first ever virtual Rapid Response Event for American Airlines providing AJC, Resume, & Interview training on two different days to 190+ virtual participants.
3. Trainers provided Rapid Response Outreach at Eberle Design Inc (EDI) on 2 separate days. Facilitated Resume and Interview workshops to a total of 67 EDI staff. The instructional setting was in groups to accommodate the staffs work hours. EDI staff receiving the workshops ranged from the front office staff, assemblers, technicians, electrical engineers, computer personnel, supervisors, and managers. There was great collaboration between Rapid Response Coordinator, City of Phoenix, State of Arizona, and EDI. The staff were very grateful for the services being provided.
4. Trainers created materials to support request of workshop for Youth Element and provided Youth Leadership Development demo to Youth Team to be on target with April launch offering date at both EV & WV centers.
5. Trainer began facilitating Community Outreach at 2 Buckeye Libraries
6. Trainers provided 3 days of train the trainer to WDC on Workshop materials overview and classroom management techniques.
7. Trainers and Supervisor processed 23 HSD Client Portal Application Password reset requests.
8. Training Supervisor reviewed and reported 23 facilities requests to HSD Facilities team.

SERVICE	EVCC March 2024	WVCC March 2024	Program Year to Date EV Totals	Program Year to Date WV Totals	Program Year to Date Team Totals

JOB SEEKERS					
Youth Office Proficiency Assessment Assisted	14	11	113	195	308
Office Proficiency Assessment and Certification Obtained	9	1	22	19	41
Arizona Career Readiness Credential Obtained - <i>Discontinued</i>	N/A	N/A	14	0	14
CENTER TRAINING & SUPPORT	EVCC March 2024	WVCC March 2024	Program Year to Date EV Totals	Program Year to Date WV Totals	Program Year to Date Team Totals
Virtual Orientation Participants	295	23	2482	713	3195
In-Person Orientation Participants - <i>started 01/2024 at WV only</i>	13	19	13	44	57
AJC & Client Portal Application Lab - <i>started 10/2023</i>	6	23	27	85	112
Job Search Assistance Workshop	3	3	35	17	52
Resume Writing Workshop – <i>Combined 101 and 102, end of 11/2023</i>	10	14	97	97	194
Resume Writing Lab - <i>started end of 11/2023</i>	5	6	76	75	151
Job Interview Practice Workshop	3	4	35	27	62
Basic Computer Skills Workshop	2	8	27	51	78
Spanish Basic Computer Skills Workshop - <i>started 01/2024</i>	0	0	0	1	1

Spanish Financial Empowerment Workshop - started 01/2024	0	0	0	0	0
Spanish Resume Writing Workshop - started 03/2024	0	0	0	0	0
Spanish Resume Lab - started 03/2024	0	0	0	0	0
Introduction to Entrepreneurship Workshop	2	2	15	15	30
Financial Empowerment Workshop	0	0	14	15	29
CPR & First Aid Class	8	7	8	7	15
Employment Academy One Day Workshop - Discontinued 10/23	N/A	N/A	185	330	515
WIOA Training Packet - Discontinued 10/2023	N/A	N/A	113	194	307
Durability in the Workplace Workshop - Discontinued 10/2023	N/A	N/A	3	8	11
LinkedIn Workshop - Discontinued 10/2023	N/A	N/A	6	4	10
Community Outreach Events (Refugee, etc.)	0	1	5	3	8
Rapid Response	2	1	3	1	3
Hiring Event Workshops Participants	0	0	15	23	38
WDD New Hire Onboarding	0	0	6	0	6
WDD Internal Staff Training Participants	0	1	253	55	176

WDC Site Workshop Update 03/31/2024

Covers the period July 1, 2023 – March 31, 2024

WDC Site	Workshops Held	Workshop Participants											Site Total Workshop Participants for March 2024	Program Year to Date Site Workshop Participant Totals
		Resume Writing	Job Search Assistance	Job Interview Practice	F.E	Pop Up Resume	Pop Up Job Search	Pop Up Interview	Pop Up FE	Pop Up Combo	Customized Community	Outreach Events		
Avondale	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	0	0	18
Gila Bend	4	2	1	1	0	1	0	1	0	0	0	0	6	6
Goodyear	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0
Surprise	6	5	5	7	3	N/A	N/A	N/A	N/A	N/A	N/A	0	20	110
Wickenburg	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	0	0	23
Mesa	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0
Queen Creek	5	2	0	5	0	3	0	0	0	0	0	0	10	89
Scottsdale	12	0	0	0	0	8	4	0	0	0	0	0	12	28
Tempe	19	1	0	3	0	0	N/A	N/A	N/A	17	N/A	0	21	168

Participant Name: Victoria Poltrock

Month/Year: January 2024

Career Advisor: Lisa Mullally



Before Victoria enrolled with the ARIZONA@WORK-Maricopa County Youth Program, she had moved back to Arizona because her father in Colorado had passed away. Once she moved back to Arizona, she was working a warehousing job, working over nights, and getting paid minimal pay. Victoria always had a dream of becoming a dental assistant but wasn't sure how she would be able to complete schooling financially and with her current job schedule.

I enrolled Victoria into the youth program knowing that she had been enrolled before but her completion in the youth program was unsuccessful due to loss of contact with her previous career advisor. She had confided in me that her father had fallen ill, and she needed to move out of state to help take care of him. After her father passed, she felt it was time to move back to Arizona and continue her journey to becoming a dental assistant. Victoria took a chance and asked to re-enroll in the ARIZONA@WORK youth program.

When I first met Victoria, she was very shy and soft spoken. I could tell this youth had the weight of the world on her shoulders at the young age of twenty. I knew right away that Victoria really needed someone in her corner to help her succeed and I was determined to help her succeed in any way that I could. During her eight months in the youth program, Victoria endured another loss in her family; her grandmother fell ill and was hospitalized. Afterward, she was in a very bad car accident that totaled her car and had to claim bankruptcy because of the medical and funeral bills she endured for her father. Nonetheless, Victoria persevered and continued to work overnight shifts at her job and then school in the daytime, often running off 2-3 hours of sleep. Even though services were offered to Victoria (i.e. transportation assistance) Victoria was determined to continue to help herself and move forward through her darkness. I made sure to check in with Victoria often and remain available if she ever needed any additional services or just needed a listening ear. Victoria successfully graduated from



dental assisting school. Victoria then had resume help and guidance from me during her pursuit for a dental assisting job.

Now, after Victoria's time in the program, she interviewed for a dental assisting position with a local dental office and was offered a position on the spot with better pay and benefits. Victoria is now working in the industry of her dreams and plans to buy a new car in the future. It is bittersweet to let Victoria fly completely on her own, as she was my very first enrollment as a career advisor. Victoria will always hold a special place in my heart.



Consent Agenda. Title IB 3rd Quarter Report

April 2024

Quarter 3

Report

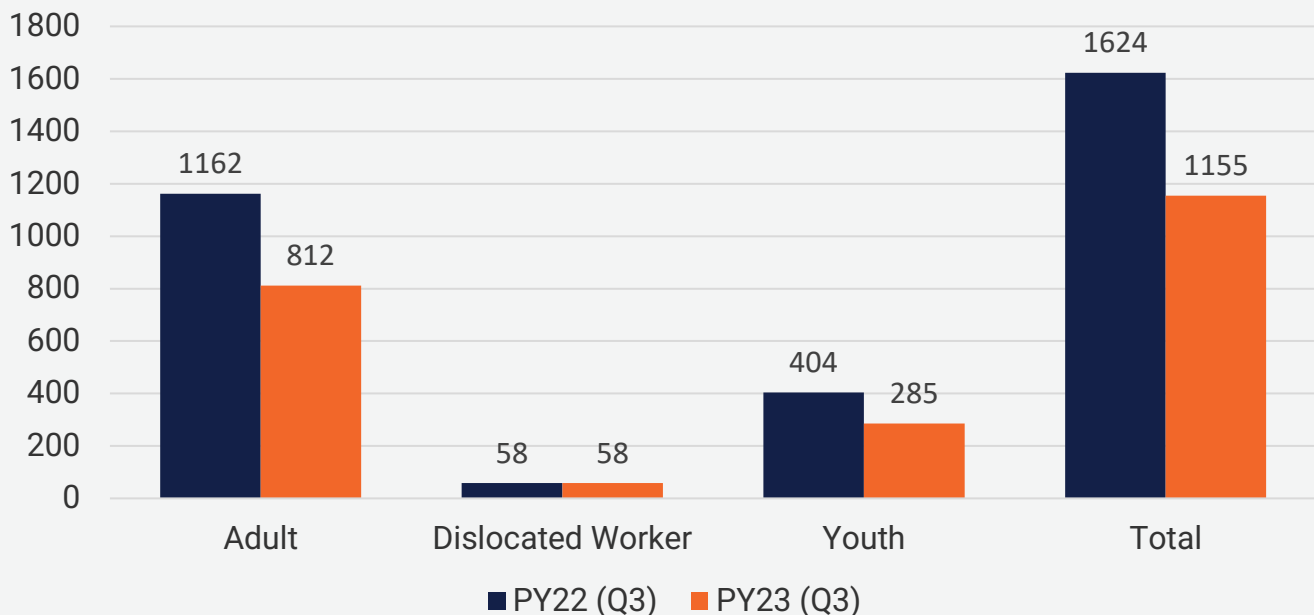
PY23

Maricopa County
Human Services Department
Workforce Development Division

Overall Enrollments

In Q3 of PY23, enrollment numbers continue to be lower than those of last year based on a decreased budget. We have refined and simplified our application process to make services more accessible. The Workforce Development Coordinators located across the county have begun facilitating enrollments, which wasn't always a requirement for the basic services often requested at their sites. We continue to operate and deliver services up to what our budget allows and are roughly 80% of the way through our annual budget at conclusion of Q3. We have increased the capacity of our staff to allow for more opportunities for outreach and we look forward to continuing to support the residents of Maricopa County.

Enrolled Participants



Comprehensive Center Traffic

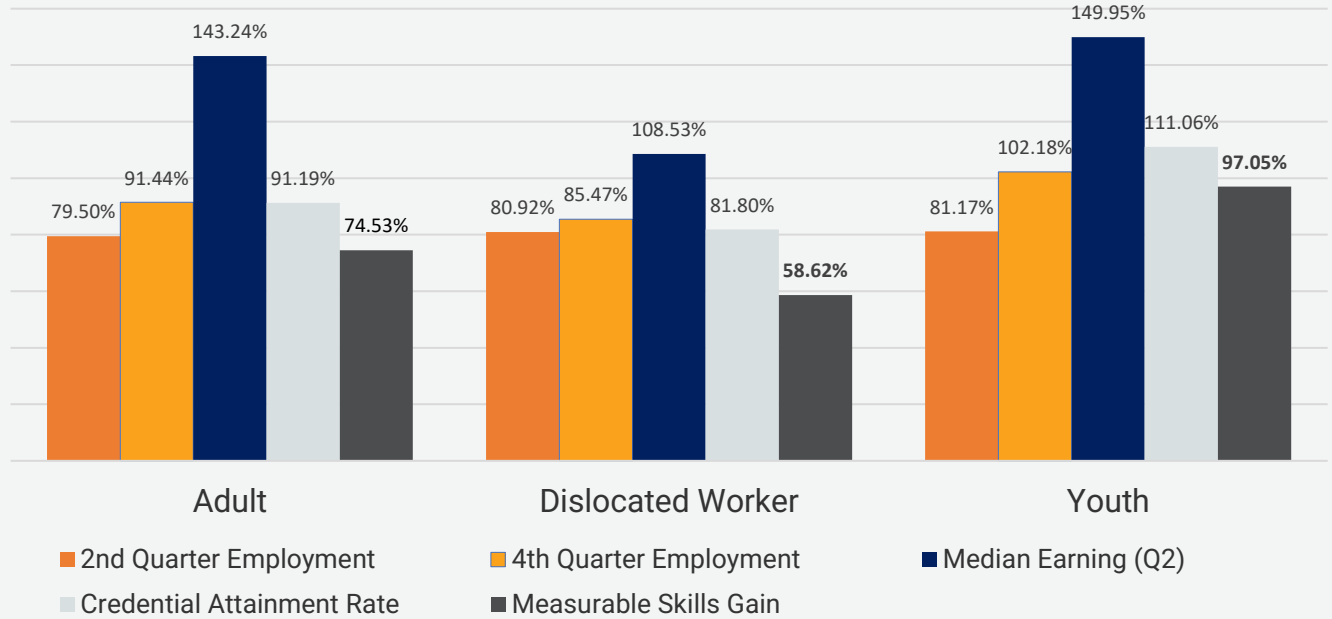
In Q3, the West Valley Outpaced the East Valley Center in Traffic which has been the historical norm. Whereas we continue to see stable pipeline of residents interested in our services, the majority choose to utilize the resource room and attend workshops instead of enrolling into our programs.

West Valley – 2641 Job Seekers

East Valley – 2060 Job Seekers

WIOA Performance

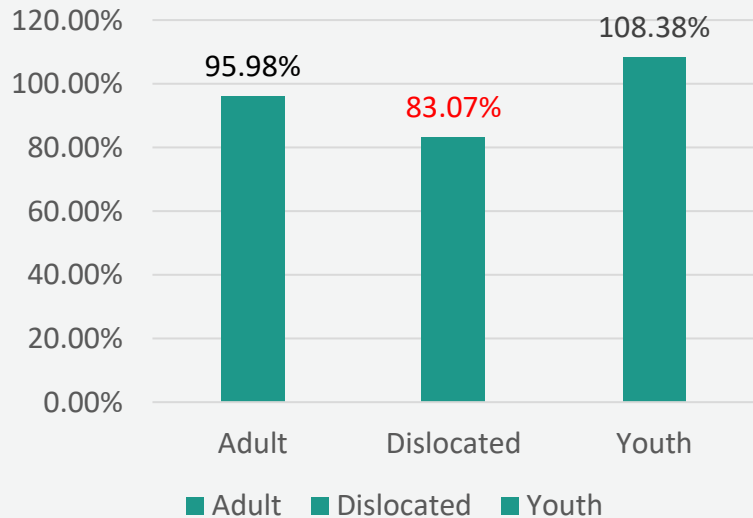
WIOA Performance Measures



Adjusted Performance: 30% Amongst all WIOA Performance Measures, Median Earnings continues to be our most successful metric. We are currently exceeding all individual performance measures after seeing a 30% increase in the Adult Program’s Measurable Skills Gain category due to the hard work of our participants and staff. We remain confident that we will exceed all individual and overall performance measures by end of Program Year.

Overall Scoring: The overall scores for the three core programs are an average of the scores from the five performance measures displayed above. As the individual metrics increase, so will our overall scores. We are already over the 90% threshold for the Adult and Youth Programs and are working to increase our performance in the Dislocated Worker Program.

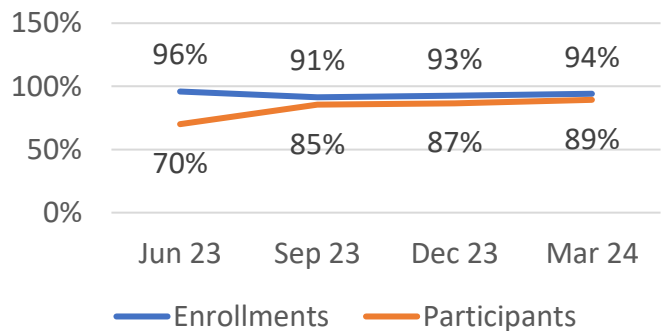
Overall Scores



Priority Population Summary

Priority of Service was implemented to ensure those most in need were receiving assistance. This approach has been instrumental in navigating the decrease in budget from PY22 to PY23. At the beginning of PY22, Maricopa County was ranked in the bottom 3 amongst all local areas, we are top 4 overall. For a LWA to be as diverse and populous as ours, this is a huge accomplishment and a true testament to the work being done by our Title 1B frontline staff.

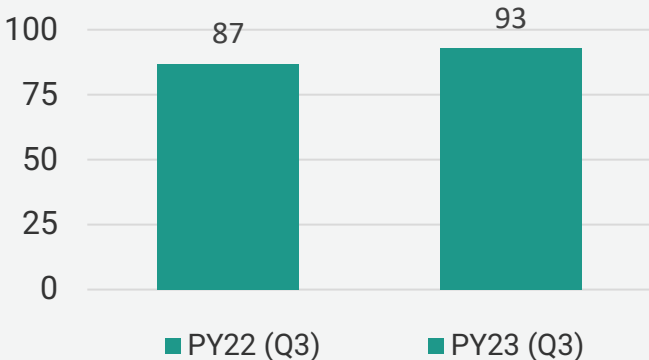
Priority of Service



Work Experience

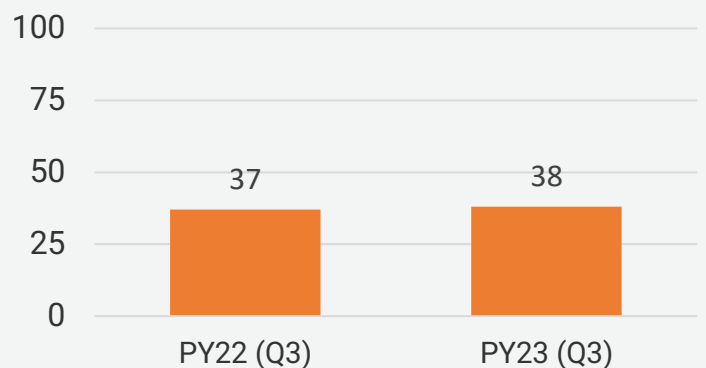
A Work Experience (WEX) is a planned, structured learning experience that takes place in a workplace for a limited time. Work Experiences may be paid or unpaid, as appropriate, and consistent with other laws, such as the Fair Labor Standards Act. A Work Experience provides participants with opportunities 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.

Youth Program



The Youth WEX program experienced an increase in participation compared to the prior year. There has been a very intentional effort by our team to identify youth participants who could benefit from a WEX opportunity and get them engaged.

Smart Justice



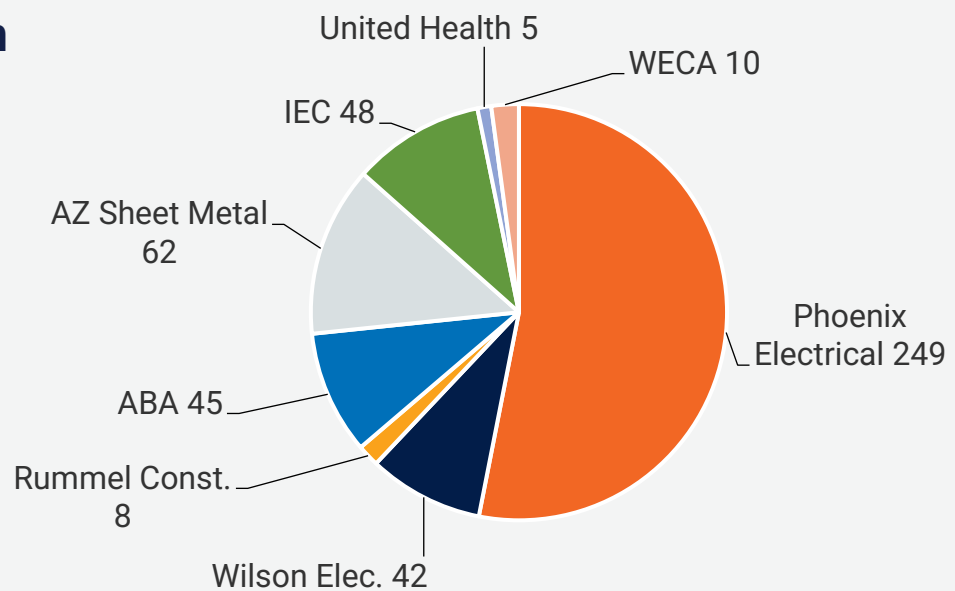
In Q3 of PY23, there were roughly the same number of Smart Justice Program participants engaged in a WEX opportunity than the year prior. This program continues to be a model of consistency and amazing outcomes.

Apprenticeship

After reconciling all potential apprentices enrolled, there were 459 active apprentices in Q3 of PY23. Apprentices are funded through a combination of ARPA and WIOA funds, this has allowed us to support apprentices at an unprecedented level. As construction continues to be the largest industry supported by apprenticeships, we're also receiving more and more interest in apprenticeships in Healthcare and Advanced Manufacturing. We look forward to supporting additional programs in the future. In Q3 we reviewed the performance/retention data requested in Q2 from all our apprenticeship partners. As funding levels continue to decrease, we will use this information to make informed decisions and plans on how to allocate future funding.

Apprenticeship Participation Breakdown

We are currently working with 12 apprenticeship programs; however, we only have active participation in 8. We haven't facilitated any enrollments with Skill Up AZ currently as they are still actively developing their programs and recruiting. Construction remains the most funded industry across apprenticeships.



New Apprenticeship Partners

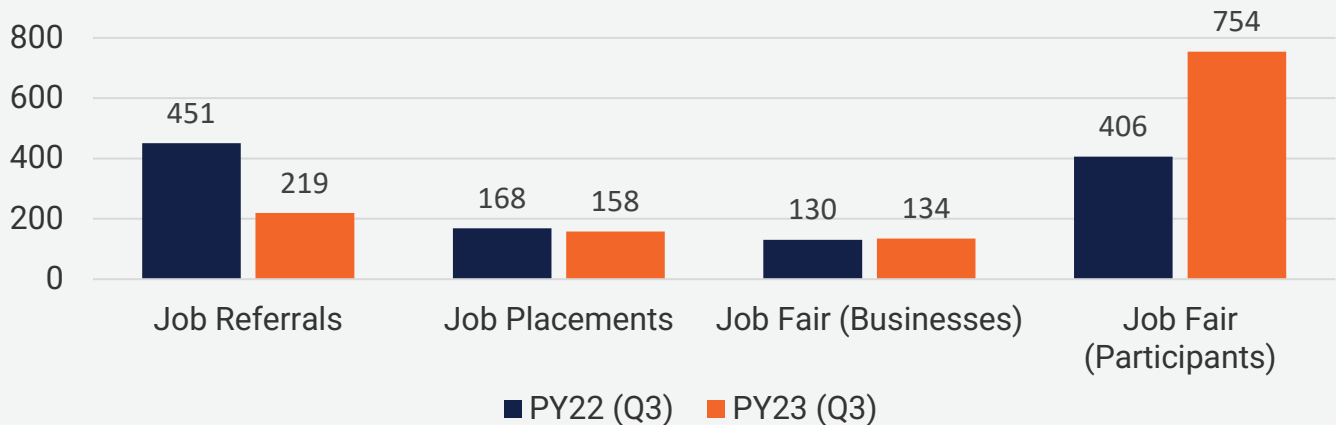
As is the objective of the MCWDB, we continue to support and explore new Registered Apprenticeship Programs coming to the Valley. Whereas there are plenty of new programs in development, we've connected with the following, and look forward to supporting enrollments in the upcoming quarter of performance.

- Okland Construction – Carpentry Apprenticeship Program
- ASU – Community Healthcare Worker Apprenticeship Program
- Apprentice Now – HVAC
- FM Industries – CNC Machining

Business and Community Services

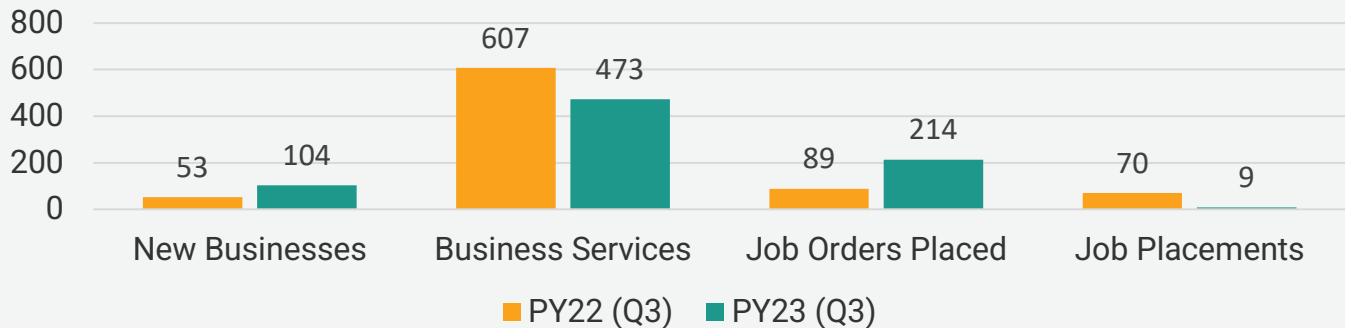
Both our Workforce Development Coordinators and Business Services Representatives provide regional support to the local municipalities of Maricopa County. Whereas these teams were combined in the past, we've separated them to streamline services and clarify roles and responsibilities. The Business Services Team is now under Program Manager Tina Luke, and the newly formed Community Partnerships Team remains under Program Manager Tina Russo.

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 the 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 the program. Staff 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. Staff are tracking follow up services and providing the information to the employers for enhanced engagement.

Program Highlights

Youth Program

During the third quarter, the Youth Program was productive and busy facilitating 210 Meet & Greet and 128 youth enrollments. The Youth team also authorized 497 new participant services which included 47 new WEX placement referrals. The team continued to work with Greater Phoenix Urban League (GPUC), providing support for the upcoming youth summer job program. The team also engaged in new partnerships with Foster Arizona and Arizona Friends of Foster Children Foundation-Keys to Success. The youth team is actively now receiving referrals from both agencies.

In addition, the team stayed very active within the community. Multiple visits and presentations occurred with local schools and partners that included: Rio Salado, Native American Connection, Transition Service fair, One N Ten, Buckeye High school, Mesa Community Court, Care Conference, Rio Salado Southern, Tempe College Connect, Mesa Adult Education, Child Crisis Az, Gilbert High School, Maricopa Community College, Thrivepoint High school, Voc. Rehab Presentation, Boys & Girls Club College Fair, House of Refuge, Copa Health, Veteran's Stand Down, Senior and Adult Services, WV Job Fair, Foster AZ, Chandler High School, Transition Service Fair, College and Career Day- Ombudsman Charter. There was a total of 43 outreach activities facilitated by the youth team during Q3.

Adult/Dislocated Worker Program

During the third quarter, the Adult/Dislocated Worker team successfully completed 426 Meet & Greet appointments and facilitated 167 enrollments for individuals. Efforts remained focused on serving high-priority demographics, including veterans, eligible spouses of veterans, low-income individuals, and those with basic skills deficiencies.

Additionally, in Q3, Career Advisors gained access to the Unite Us platform, enhancing ability to make external referrals to various organizations for additional resources and assistance beyond what is available through our HSD neighborhoods. Furthermore, WDD initiated a partnership with the Welcome to America Project (WTAP) during this quarter. As a result, ongoing coordination between Maricopa County and the WTAP program continues to be an area of focus to deliver workforce services to members of the refugee population.

In a significant operational development, WDD's extended hours pilot program was launched at the West Valley location on January 8th, 2024. The center is now open until 7:00 PM Monday through Thursday, catering to community members who may not be able to engage during traditional business hours. Since its inception, the pilot has yielded notable success, with 384 individuals benefiting from WDD services. Offerings such as In-Person Orientation, Youth OPAC, Dynamics Labs, Supportive Services, and the Resource Lab have been made accessible. Additionally, extended hour services were implemented at the Surprise location two days a week, further expanding opportunities for those community members.

Program Highlights (continued)

Community Partnerships

This quarter, the Maricopa County Workforce Development Division was awarded a \$500,000 Governor's Grant to provide workforce services to rural communities. The County will provide two cohorts of 12-15 participants with no-cost occupational skills training and support services in Gila Bend, Wickenburg and Queen Creek. Classes begin the week of 6/3/24 in all three communities. All three communities will offer both a Medical Billing and Coding, and Medical Administrative Assistant program with certifications, to run concurrently. Participants can take both or just their choice of one of the training courses. These training programs were selected because healthcare is an in-demand industry with a leading number of job openings and growth in the three communities. A Workforce Development Coordinator (WDC) is housed in the Gila Bend, Wickenburg and Queen Creek libraries. The WDCs conducted targeted community outreach to promote the grant and fill the cohorts. Local high schools, hospitals, medical offices, dental offices and community partners have received the information. Next quarter, participants will be enrolled and begin training and work with their respective WDC who will act as a coach and see them through employment.

For more information about locations, dates and time of classes, please visit the Maricopa Corporate College landing page at: <https://info.maricopacorporate.com/medical-billing-coding>

Smart Justice Program

Smart Justice strives on continuing to enhance service delivery, collaborations, and partnerships with other reentry stakeholders across Maricopa County to provide equitable services to those currently incarcerated in the County jails and State prisons.

In March of 2024, Smart Justice launched the first 8-week cohort Pilot Program in collaboration with the Maricopa County Sheriff's Office and the Maricopa County Animal Safe Haven (MASH Unit), to provide in-custody Skills Development Workshops, Workforce Readiness Coaching, Career Pathing and Training and Employment Preparation to 11 female inmates. This has been a great opportunity to develop and enhance the workforce skills of individuals releasing back into the community soon.

In Q3, the Smart Justice Team connected with 755 participants, initiated 725 new services, and enrolled 114 participants. This includes the support of participants through the collaboration and partnerships with the Arizona Department of Corrections, Rehabilitation, & Reentry – Second Chance Centers, Maricopa County Sheriff's Office – Jails, Maricopa County Adult Probation sites and the St. Mary's Skills Center.

Program Highlights (continued)

Business Services

In March 2024, Tara Thain was promoted into the role of Rapid Response Program Coordinator. In her first two weeks on the job, American Airlines submitted a WARN notice that they would be laying off 335 remote staff ranging from customer service representatives to managers. Tara immediately identified the need to have a virtual option for delivering Rapid Response services, but this had never been done before. Over the course of just two weeks, Tara worked with the State Rapid Response team and American Airlines to create the state's first comprehensive virtual Rapid Response event.

A Power Point presentation was developed, incorporating the state and county's information, and a Teams meeting was set up to deliver the presentation. A morning session was held on March 18th and an afternoon session was held on March 19th. The event agenda was established and published to the affected workers in advance, with breaks between each topic. This allowed affected workers to join the event for the sessions they were interested in on either of the two days it was offered. A copy of the schedule is listed below:

Monday, March 18, 2024

- 8:30 am-9:00 am: Arizona Job Connection (AJC)
- 9:00 am-9:15 am: Q & A
- 9:15 am-9:30 am: Break
- 9:30 am-10:00 am: Resume Development
- 10:00 am-10:15 am: Q & A
- 10:15 am-10:30 am: Break
- 10:30 am-11:00 am: Interview Skills
- 11:00 am-11:15 am: Q & A
- 11:15 am-11:30 am Break
- 11:30 am-12:00 pm: Unemployment Information and TAA
- 12:00 pm -12:15 pm: Q & A

During the event Tara provided information on ARIZONA@WORK services and resources; coordinated with County Trainers to deliver Resume and Interview Skills Workshops; collaborated with the State to provide UI and Trade Adjustment Assistant program information sessions; and arranged for DES staff to deliver information on registering in Arizona Job Connection. A new survey was also designed and implemented during the event to gather key information from the affected workers regarding their resource needs.

207 people attended the virtual event and 91 submitted a survey. American Airlines was very pleased with the event, and the affected workers were appreciative of the information, especially the resume and interview skills training provided by County Trainer, Christena Boelter. This virtual model is now being refined and expanded for future events.

Success Story

Surprise Hiring Event

WDC: Melinda Greenhouse

The Workforce Development Coordinator (WDC) team hosted a job fair at the Surprise Library on February 21, 2024. In attendance were 143 job seekers and 28 employers, about a third of which were in the in-demand industries of healthcare, finance and insurance. Employers conducted 90 on the spot interviews, resulting in 30 same-day job placements!

One job fair participant attended a workforce workshop facilitated by Melinda, the WDC in Surprise, in the weeks just before the event. Melinda shared the details of the upcoming job fair during her workshop, encouraging those job seekers to attend. One person shared that they didn't have interview clothing and that was a barrier to securing employment. Melinda connected that person with Dress for Success, and they received interview clothing. That job seeker attended the event, wearing a new outfit, and received 3 job interviews as a result. They said the new outfit empowered them to embark on a new opportunity and gave them the confidence to succeed!



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



Information/Discussion/Possible Action

a. One-Stop Operator Contract Renewal

One-Stop Operator Contract Extension

Steve Clark, Executive Director

Current Contract Details

- Four-year contract with annual assessment for extension
- Current short-term extension expires June 2024

Performance Update

- Notice of Concern September 27, 2023
 - Integrating core partners into UniteUS platform
 - Hiring an OSO
 - Professional structured meetings
 - Need analysis

Performance Update

- All items in NOC are completed or are in progress
- Increased involvement with MCWDB staff partnering instead of evaluating has shown results
- Official performance assessment will be available in June 2024

Contract Renewal Recommendation

- Renew OSO contract for 18 months
- Within parameters of original contract
- Renewal will lead into the next full procurement for the OSO

Questions?

OSO Contract Renewal Recommendation

- Need a motion to recommend renewing the current One Stop Operator Contract for a period of 18 months beginning on July 1, 2024, as presented.



Information/Discussion only

a. ARPA Reconciliation

b. Apprenticeship Funding Model

c. FY24 MCWDB Committee Membership/Appointments Update

d. MCWDB Committee Updates



Thank You