



**Phoenix Business and Workforce Development Board
Program Excellence Committee
Meeting Minutes**

**Virtual Meeting
September 02, 2021
9:00 a.m.**

Members Present:

Daniel Barajas, Chair
Erick Garcia, Vice Chair
Melissa Trujillo, Vice Chair
Meghan McGilvra
Alison Benezra
Samantha Hansen
Stacie Garlieb

Committee Members Absent:

Dean VanKirk
Jon Ellerston

Public Attendees:

LaSetta Hogans	Dustin Panoff
Christina Edwards	Tracee Spire
David Chavez	Stacey VanEmst
Sylvia Hokey	Camille Padilla
Silvia Valadez Barba	Kate Normam
Hayden Maynard	Ricky Duran
Kweilin Waller	Gina Harper
Reeta Devi	Amy Schofield

1. Call to Order / Roll Call:

Daniel Barajas, Program Excellence Committee (PEC) Chair, called the September 02, 2021 meeting to order at 9:02 a.m. Roll call was completed, and a quorum was present.

2. Approval of August 05, 2021 Meeting Minutes:

Daniel Barajas, Program Excellence Committee (PEC) Chair requested a

a motion to approve the August 05, 2021 PEC Meeting Minutes. **A motion to approve the August 05, 2021 Meeting Minutes**, was made by PEC Member Stacie Garlieb, and seconded by PEC Vice-Chair, Melissa Trujillo.

Approved: Daniel Barajas, Erick Garcia, Melissa Trujillo, Meghan McGilvra, Samantha Hansen and Stacie Garlieb.

Abstained: Alison Benezra

Opposed: None

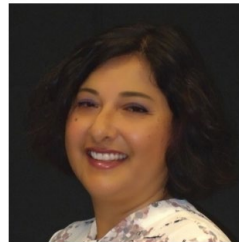
Motion passed by majority

3. Presentation From The City of Phoenix ARIZONA@WORK One-Stop Operator-Equus:

PEC Chair, Daniel Barajas invited Project Director from Equus Workforce Solutions, Stacy Van Emst and Camille Padilla, Regional Director from Equus Workforce Solutions to present to the PEC. They provided an overview of who Equus Workforce Solutions is, the services they offer and what their responsibilities are as a One-Stop Operator.



Camille Padilla,
Regional Director



Stacey Van Emst,
OSO Project Director

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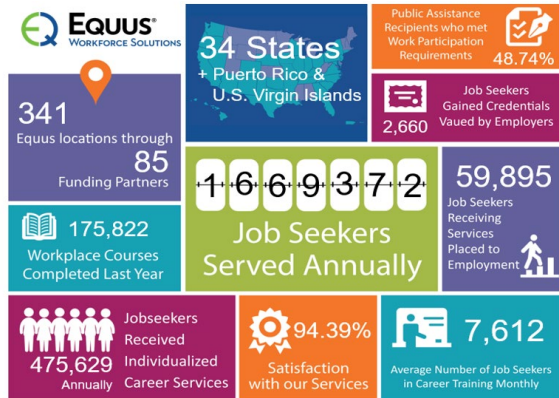


One Stop Operator

ARIZONA@WORK City of Phoenix



- Began in 1974 as ResCare in Louisville, Kentucky.
- We are the largest and most comprehensive provider of workforce solutions through our division, Arbor E&T, LLC dba **Equus Workforce Solutions.**



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Services in the Job Center

Staff the Welcome Function at three (3) comprehensive job centers

- ❖ **North Location**
Sunnyslope
- ❖ **West Location**
Maryvale
- ❖ **South Location**
South Phoenix

North	West	South
823	1,254	1,072

Job Center Visits by office for July 2021

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Welcome Function Responsibilities

Greet	Greet customers in a friendly and professional manner
Enter	Enter customer visit in lobby management system, Virtual On-Stop (VOS)
Provide	Provide information about ARIZONA@WORK services
Support	Support customers in the resource room with computer navigation, fax and copy machine assistance
Instill	Instill hope and provide encouragement

System Partner Coordination

- Facilitation and Coordination of Integrated Partnerships and Services:
 - Leadership meetings and job center huddles
 - Monthly and quarterly training for system partners
 - Continuous improvement utilizing best practices (Community of Practice)
 - Client Referral System (CRS) for system partners to make direct linkages to other programs and services
 - Manage memorandum of understanding (MOU) and continuous evaluation of system partner needs and satisfaction

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Questions ?

Stacey.vanemst@phoenix.gov

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PEC Chair, Daniel Barajas thanked them for the presentation.

4. FY 2020 WIOA Performance Outcomes:

PEC Chair, Daniel Barajas invited Ricky Duran, City of Phoenix ARIZONA@WORK Data and Research Manager, to present on the FY 2020 WIOA Performance Outcomes. Ricky presented on the specific performance metrics that are being tracked for the US Department of Labor, when they are tracked and specifically what the City of Phoenix, ARIZONA@WORK FY 2020-2021 WIOA Performance Outcomes are.



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WIOA Performance Metrics & PY 2020-21 Annual Review

Phoenix Business and Workforce Development Board
Performance Excellence Committee

Ricky Duran
Data & Research Manager
September 9, 2021



Annual Reporting Time Frames Program Year 2020 – 2021

Program Year 2020-21	Data Source
Program Enrollment	AJC (Staff Recorded)
2nd Quarter Employment	State Wage Data (Auto Recorded)
4th Quarter Employment	State Wage Data (Auto Recorded)
Median Earnings	State Wage Data (Auto Recorded)
Credential Attainment	AJC (Staff Recorded)
Measurable Skill Gains	AJC (Staff Recorded)



Annual Performance Time Frames

Program Year 2020-21
July 1, 2020 - June 30, 2021

Program Year 2020-21: July 1, 2020 - June 30, 2021																													
2019										2020										2021									
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
															2020-21 Program Year														
															Enrollments														
Employed in 2nd Quarter after Exit																													
Employed in 4th Quarter after Exit																													
Median Earnings (2nd Quarter after Exit)																													
Credential Rate																				Measurable Skills Gain									

Enrollments

All Active Participants during the program year

- Includes Carryover from previous years
 - Moving forward, there will be a limitation to the proportion of carryover clients that we allow to move forward.
- **Accounts for:**
 - All New Enrollments in the current program year
 - Enrollments from the end of the last program year
 - Clients continuing to work through a training program

Employment Rate & Wages

Quarterly employment, after exit comes from state wage data

- **Q2 Employment Rate:** 6-months after exit

$$\left(\frac{\text{Employed 6-months after exit}}{\text{All Participants Exited}} \right)$$

Program Year 19/20

- Wage data for **Median Wage** metric also collected at Q2

- **Q4 Employment Rate:** 12-months after exit

$$\left(\frac{\text{Employed 12 Months after exit}}{\text{All Participants Exited}} \right)$$

Calendar Year 2019

Notes:

- Only considers those who received training or career services
- Those who only received information not included
- Employed at Exit entered by Staff

MSGs & Credentials

MSGs and Credentials indicate success in Training Programs

- **Measurable Skills Gain (MSGs):**
 - Educational Functioning Level Increase
 - High School Diploma/Equivalent Attained
 - Transcript/Report Card (12 credits attained)
 - Satisfactory Progress Report (for Established milestone)
 - Successful Passage of a Required Exam
- **Credential Attainment (CA):**
 - Industry recognized credential / license / certificate
 - High School Diploma/Equivalent (if employed or continuing education within 1 year)



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Negotiated Performance Metrics

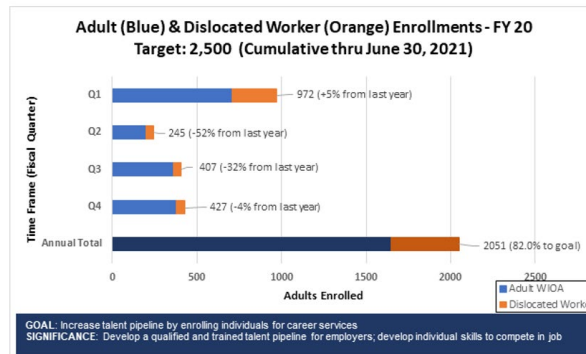
Measure	Adult	Dislocated Worker	Youth
2nd Quarter Employment 07/01/19 – 06/30/20	67.20% (60.48%)	75.30% (67.77%)	71.30% (64.17%)
4th Quarter Employment 01/01/19 – 12/31/19	65.2% (58.68%)	72.3% (65.07%)	67.00% (60.30%)
Median Earnings 07/01/19 – 06/30/20	\$5,850.00 (\$5265.00)	\$8,646.00 (\$7781.40)	\$4,500.00 (\$4050.00)
Credential Attainment (CA) 01/01/19 – 12/31/19	71.10% (63.99%)	70.00% (63.00%)	44.00% (39.60%)
Measurable Skill Gains (MSG) 07/01/20 – 06/30/21	59.20% (53.28%)	50.00% (45.00%)	52.80% (47.52%)

Excelling	At or Exceeding Negotiated Value
Passing	90-99.9% of Negotiated Value
Failing	Below 90% of Negotiated Value
Corrective Action	Below 90% to Negotiated Value, For 2 or more consecutive Quarters



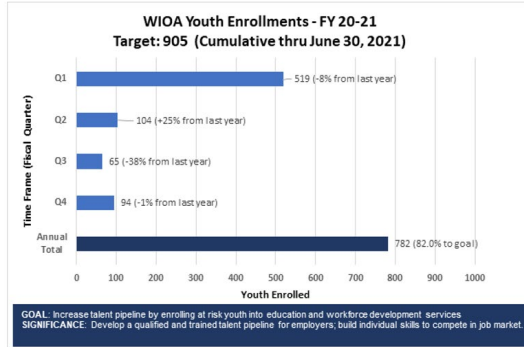
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PY 2020-21 Adult Program Enrollments



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PY 2020-21 Youth Program Enrollments



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PY 2020-21 Actual Performance

Measure	Adult	Dislocated Worker	Youth
2nd Quarter Employment 07/01/19 – 06/30/20	62.36 %	72.79 %	70.88 %
4th Quarter Employment 01/01/19 – 12/31/19	61.33 %	77.68 %	73.38 %
Median Earnings 07/01/19 – 06/30/20	\$ 6,130.00	\$ 9,788.47	\$ 4,938.00
Credential Attainment (CA) 01/01/19 – 12/31/19	69.78 %	70.59 %	47.04 %
Measurable Skill Gains (MSG) 07/01/20 – 06/30/21	60.77 %	66.34 %	65.24 %

Excelling	At or Exceeding Negotiated Value
Passing	90-99.9% of Negotiated Value
Failing	Below 90% of Negotiated Value
Corrective Action	Below 90% to Negotiated Value, For 2 or more consecutive Quarters

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LaSetta Hogans, PBWDB Executive Director explained that there are Performance Metrics that are being tracked by City of Phoenix ARIZONA@WORK that are federally mandated through WIOA but there are also opportunities to track measures that are not federally mandated, such as: number of enrollments and continuous improvement. As the City of Phoenix ARIZONA@WORK begins to revamp and revisit the new service provider agreement, LaSetta Hogans asks the PEC to consider what other data and metrics they would like the City of Phoenix ARIZONA@WORK to incorporate in their tracking.

What Additional Metrics Does the PBWD Board Want to Track?	
WIOA Performance Metrics	Additional Metrics
2 nd Quarter Employment	Number of Enrollments
4 th Quarter Employment	Continuous Improvement
Median Earnings	
Credential Attainment (CA)	
Measurable Skill Gains (MSG)	

- 5. City of Phoenix ARIZONA@WORK Provider Introductions/Updates:**
PEC Chair, Daniel Barajas invited the providers to provide some general introductions and updates. He specifically wanted providers to share:
- A general introduction of their services.
 - What is it that keeps providers up at night right now, given all of the changes to demographics as a result of the pandemic?
 - What are one or two things providers absolutely want the PEC to understand about what the providers do?

City of Phoenix Human Services Department began sharing, followed by Jewish Family & Children’s Services (JFCS), Chicanos Por La Causa (CPLC), YMCA and finally Neighborhood Ministries.

PEC Chair, Daniel Barajas invited PEC Members to ask questions or provide feedback to the providers. PEC Member Meghan McGilvra thanked the providers for all the great work that they do. PEC Chair, Daniel Barajas shared how important it is for the PEC to continue to get to know the providers, their views, their concerns, and their perspectives.

- 6. Updates From Other Committees:**
PEC Chair, Daniel Barajas shared that Vice-Chair Erick Garcia does not have any updates from the other committees at this time and thus, the PEC can move on to the next agenda item.

7. PEC Scorecard Review:

PEC Chair, Daniel Barajas, invited PEC Vice-Chair, Melissa Trujillo, to provide any relevant updates or insights on the scorecard. PEC Vice-Chair, Melissa Trujillo, shared that there were no recent updates to the scorecard. PEC Chair, Daniel Barajas suggested that he and Vice-Chair, Erick Garcia, connect with Melissa to support her in ensuring that all the committee members are assigned to a particular scorecard area.

8. PEC Report Form:

PEC Chair, Daniel Barajas recapped what will be included on the PEC Report Form that is sent monthly to the ELC and PBWD Board.

9. Matters for Future Discussion:

- PEC Chair, Daniel Barajas recommended secondary conversation about additional metrics the PEC might want to see or consider, especially given the feedback from the providers.
- PBWDB Executive Director, LaSetta Hogans shared that PBWDB City of Phoenix staff has been working with the City of Phoenix Government Relations on the WIOA re-authorization asking them to advocate that WIOA consider being more flexible, particularly with the In-School/Out-of-School age limitation and the \$3,000 training dollars. Additionally, she shared that the PBWDB does have the ability to make changes to the \$3,000 training dollars and it is something that will be looked at as the local plan for next year is being developed.

10. Call to the Public and Open Discussion:

- Stacey Van Emst, Project Director from Equus Workforce Solutions shared that she will be reaching out to the providers to see how she can provide support.

11. Adjournment:

A motion to adjourn the meeting was made at 10:22 a.m. by PEC Vice-Chair Melissa Trujillo, and seconded by PEC Vice-Chair, Erick Garcia.

Approved: Daniel Barajas, Erick Garcia, Melissa Trujillo, Meghan McGilvra, Alison Benezra, Samantha Hansen and Stacie Garlieb.

Opposed: None

Motion passed unanimously