



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

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

Members Present:

Daniel Barajas, Chair
Melissa Trujillo, Vice Chair
Meghan McGilvra, Vice Chair
Samantha Hansen
Dean Van Kirk
Jon Ellerston

Committee Members Absent:

Stacie Garlieb
Allison Benezra

Public Attendees:

LaSetta Hogans (PBWDB Executive Director)	
Christina Edwards (PBWD Board Liaison)	
Amy Schofield	Stacey VanEmst
Sylvia Hokey	Kweilin Waller
Demitria Robles	Kate Norman
Gina Harper	Ricky Duran
Reeta Devi	Sandra Enriquez
Mary Alejandro	Jaclyn Boyes
Dustin Panoff	Laura Whitehead
Elizabeth "E" Cole	

1. Call to Order / Roll Call:

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

2. Approval of September 2, 2021 Meeting Minutes:

Daniel Barajas, Program Excellence Committee (PEC) Chair requested a motion to approve the September 02, 2021 PEC Meeting Minutes. **A motion to approve the September 02, 2021 Meeting Minutes**, was made by PEC Vice-Chair Melissa Trujillo, and seconded by PEC Member, Dean Van Kirk.

Approved: Daniel Barajas, Melissa Trujillo, Meghan McGilvra, Samantha Hansen, Dean Van Kirk, Jon Ellerston

Abstained: None

Opposed: None

Motion passed by majority

3. Approval of the new Ad-Hoc PEC committee member applications:

Daniel Barajas, Program Excellence Committee (PEC) Chair requested a motion to approve the new Ad-Hoc PEC committee members. **A motion to approve the new Ad-Hoc PEC committee member Jaclyn Boyes**, was made by PEC Member, Jon Ellerston and seconded by PEC Vice-Chair, Melissa Trujillo.

A motion to approve the new Ad-Hoc PEC committee member Elizabeth “E” Cole, was made by PEC Member Dean Van Kirk, and seconded by PEC Vice-Chair, Meghan McGilvra.

Approved: Daniel Barajas, Melissa Trujillo, Meghan McGilvra, Samantha Hansen, Dean Van Kirk, Jon Ellerston

Abstained: None

Opposed: None

Motion passed by majority

4. Introduction of the new PEC Vice-Chair:

Daniel Barajas, Program Excellence Committee (PEC) Chair introduced the new PEC Vice Chair, Meghan McGilvra..

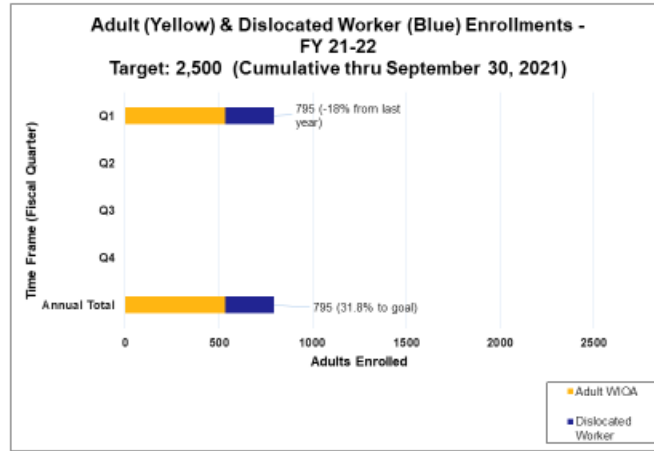


5. WIOA 1st Quarter Performance Updates:

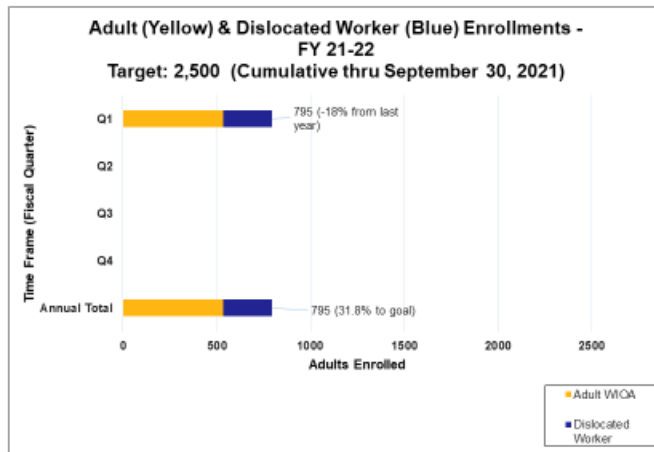
PEC Chair, Daniel Barajas invited Ricky Duran, City of Phoenix ARIZONA@WORK Data and Research Manager, to present on the FY 2020 WIOA Performance Outcomes. Ricky presented on the specific performance metrics that are being tracked for the US Department of Labor and the specific ARIZONA@WORK City of Phoenix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

A presentation slide with a white background and a blue border. At the top is the ARIZONA@WORK CITY OF PHOENIX logo. Below it, the text "A proud partner of the americanjobcenter network" is displayed. The main title is "Program Year 2021-22 WIOA - Title 1 1st Quarter Overview" in large, bold, red font. Below the title, it says "Phoenix Business and Workforce Development Board Performance Excellence Committee" in blue. The presenter's name and title are "Ricky Duran Data & Research Manager November 4, 2021" in blue. A small ARIZONA@WORK CITY OF PHOENIX logo is in the bottom right corner. A red and blue horizontal bar is at the bottom of the slide.

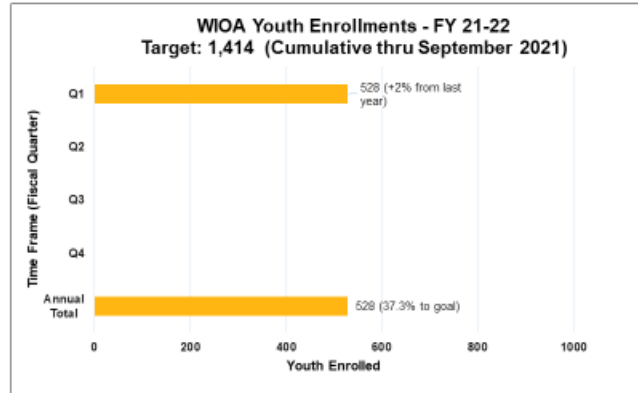
PY 2020-21 Adult Program Enrollments



PY 2020-21 Adult Program Enrollments



PY 2020-21 Youth Program Enrollments



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 (\$5,265.00)	\$8,646.00 (\$7,781.40)	\$4,500.00 (\$4,050.00)
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	50.50% (45.45%)	52.30% (47.07%)	52.30% (47.07%)

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

PY 2021-22 Actual Performance

Measure	Adult	Dislocated Worker	Youth
2nd Quarter Employment 07/01/20 – 06/30/21	33.50 %	40.99 %	31.80 %
4th Quarter Employment 01/01/20 – 12/31/21	33.19 %	20.08 %	54.64 %
Median Earnings 07/01/20 – 06/30/21	\$ 6,748.26	\$ 8,674.65	\$ 4,670.97
Credential Attainment (CA) 01/01/20 – 12/31/20	49.31 %	42.86 %	46.78 %
Measurable Skill Gains (MSG) 07/01/21 – 06/30/22	14.42 %	10.45 %	17.48 %
Excelling	At or Exceeding Negotiated Value		
Passing	90-99.9% of Negotiated Value		
Falling	Below 90% of Negotiated Value		
Corrective Action	Below 90% to Negotiated Value, For 2 or more consecutive Quarters		



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6. ARIZONA@WORK City of Phoenix Training Cap Review:

PEC Chair, Daniel Barajas invited Kweilin Waller, City of Phoenix Deputy Director, Human Services Department, to provide a general overview of the WIOA training services, recommendations for future programming, and funding caps. Kweilin presented on the WIOA training services offered and provided recommendations for the funding caps and future programs. The PEC members recommended the WIOA training cap discussion be continued with the following updates and research:

Training CAP increase future discussion:

- Analysis of the cost of the approved programs listed on the Eligible Training Provider List in the Arizona Job Connection system for the City of Phoenix local area.
- Research the impact of other local area WIOA training funding caps and how those funding caps impact the City of Phoenix WIOA training funding caps.
- Research the barriers that customers have regarding enrollment in programs within the in-demand industries.



Workforce Innovation and Opportunity Act (WIOA) Training Amount Overview

Performance Excellence Committee

Kweilin Waller, Deputy Human Services Director

Targeted Industries



Advanced Business Services

Administrative Support, Customer Contact Center/Customer Service, Finance, Accounting, Banking, Insurance



Construction

Trades, Apprenticeships, Electrical, Plumbing, HVAC, Pipefitting, Sheet Metal



Healthcare

Allied health, Healthcare Practitioners, Pharmacy, Physical Therapy, Health Technologists, Biomedical, Laboratory, Research



Manufacturing

Computer-Assisted Drafting, Machining, Production Technology, Installation and Repair, Maintenance Workers, Machinery, Fabrication



Information Technology

Software development, cybersecurity, networking, engineering

Training Services

Assist individuals in gaining skills and knowledge to obtain and retain employment.

Available to employed and unemployed adults, dislocated workers and youth

Training available is through the Eligible Training Provider List (ETPL)

Payment is provided on behalf of the student through an OTA

WIOA Training Amount Overview

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Occupational Skills Training Budget FY 21/22 Budget \$2,911,239

Program	Budget	% of Funds Spent
Adult	\$ 1,616,929.00	30%
Dislocated Worker	\$ 600,000.00	20%
Youth	\$ 694,310.00	25%

**Based on expenditures and obligations as of 10/31/2021*

WIOA Training Amount Overview

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Training Service Funding

Career Services Program

- Adult
 - \$4,000 for targeted industries;
 - \$3,000 for non-targeted sectors
 - Per 18-month period
- Dislocated Workers
 - \$4,000 per 18-month period

Youth Program

- \$3,000 per program year for a maximum of three years

WIOA Training Amount Overview

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Top 5 Trainings 2019-2021

ARIZONA@WORK City of Phoenix											
Calendar Year 2019				Calendar Year 2020				Calendar Year 2021			
Training Type	Overall \$ Spent Training Cost	# Participants Enrolled	% Completed Training	Training Type	Overall \$ Spent Training Cost	# Participants Enrolled	% Completed Training	Training Type	Overall \$ Spent Training Cost	# Participants Enrolled	% Completed Training
Total Participants Enrolled		375		Total Participants Enrolled		643	+71.47% over '19	Total Participants Enrolled		394	-38.72% from '20
Heavy and Tractor-Trailer Truck Drivers	\$ 389,690.00	64	17.07%	Nursing Assistants	\$ 201,154.00	89	13.84%	Heavy and Tractor-Trailer Truck Drivers	\$ 204,626.00	53	13.45%
Nursing Assistants	\$ 53,875.00	44	11.73%	Heavy and Tractor-Trailer Truck Drivers	\$ 379,395.00	76	11.82%	Dental Assistants	\$ 121,690.00	46	11.68%
Medical Assistants	\$ 47,630.00	36	9.60%	Computer User Support Specialists	\$ 402,643.00	67	10.42%	Medical Assistants	\$ 54,633.00	45	11.42%
Dental Assistants	\$ 128,550.00	31	8.27%	Medical Assistants	\$ 212,368.00	62	9.64%	Nursing Assistants	\$ 82,064.00	37	9.39%
Phlebotomists	\$ 150,023.00	18	4.80%	Dental Assistants	\$ 235,861.00	52	8.09%	Computer User Support Specialists	\$ 96,291.00	28	7.11%

WIOA Training Amount Overview

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Challenges

- Targeted Sectors vs. Non-Targeted Sectors
 - *Healthcare and Information Technology careers*
- Average cost of training per customer between \$3,400 - \$4,000
 - *Attend trainings at lower cost to avoid out of pocket expense*
 - *Responsible for paying the remaining balance not covered by WIOA*
 - *Training delays for WIOA participants*

Challenges Cont'd

- ARIZONA@WORK Maricopa increased training services amounts
 - *Adult and Dislocated Worker*
 - *From \$3,000 to \$10,000 for targeted industries*
 - *From \$4,000 to \$5,000 for non-targeted industries*
 - *Youth*
 - *From \$3,000 to \$12,000 for targeted industries*
 - *From \$4,000 to \$6,000 for non-targeted industries*
- Impact of increase:
 - *Referrals from training providers to the county instead of city*
 - *Transfer request from city participants to the county due to increased funding*

Recommendation

- Consider a tiered approach for training offerings:
 - Existing: industries and occupations for which there is existing demand.
 - Emerging: industries and occupations for which demand is emerging
 - Employer Employment Needs: the employment needs of employers, including a description of the knowledge, skills, and abilities required, including credentials and licenses.
- Request that the board review training cap limits for adult, dislocated worker and youth to determine if an increase is needed.

7. City of Phoenix ARIZONA@WORK Provider Introductions/Updates:

PEC Chair, Daniel Barajas invited the providers to provide some general introductions and updates. Chair Barajas specifically wanted providers to share:

- A general introduction of their services.
- What is it that keeps providers up at night right now, given all the changes to demographics because of the pandemic?
- What are one or two things the providers want the PEC to understand about their duties as providers?

PEC Member, Jon Ellerston, Regional Program Manager Arizona Department of Economic Security/ Employment and Rehab Services, began sharing, followed by Dustin Panoff, Associate Executive Director Y Achievers WIOA Youth Workforce, Maryvale YMCA, and finally PEC Ad-Hoc Member, Elizabeth “E” Cole, Title Director Outreach & Partnerships Rio Salado College.

PEC Chair, Daniel Barajas invited PEC Members to ask questions or provide feedback to the providers. PEC Member, Jon Ellerston, Regional Program Manager Arizona Department of Economic Security/ Employment and Rehab Services, shared the current project of job readiness training with the One-Stop operator and future connections with the providers and workforce boards.

Dustin Panoff, Associate Executive Director Y Achievers WIOA Youth Workforce, Maryvale YMCA, shared the current events, past and present from the Maryvale

YMCA. Dustin shared an upcoming holiday event for the Maryvale YMCA. Chair Barajas requests an updated calendar of events from the Maryvale YMCA for future committee reference and possible committee attendance.

PEC Ad-Hoc Member, Elizabeth “E” Cole, Title Director Outreach & Partnerships Rio Salado College, shared the Title II providers are prioritizing outlining the shared system costs for Title II to the system regarding funding for referrals, enrollment, and career training. Approval is pending. Title II is in discussion regarding regionalizing the training options in the Rio Salado College system. Elizabeth shared a new medical assistant program with Phoenix College, a new construction’s trade partnership with South Mountain Community College, and a partnership with Mesa Adult Education and Gilbert Adult Education for the retail fundamentals programs.

8. Executive Leadership Committee (ELC) Update:

PEC Chair, Daniel Barajas shared that the ELC update will be held for the next meeting.

9. PEC Scorecard Review:

PEC Chair, Daniel Barajas shared that the PEC scorecard review will be held for the next meeting.

10. 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.

11. Matters for Future Discussion:

- Update and discussion regarding the mobile workforce unit.
- Discussion regarding a client referral system with Maricopa County (regional referral system).
- Continue discussion for agenda items 8 and 9 (Scorecard and ELC).
- Training CAP increase (further discussion):
 - Analysis of the cost of the approved programs listed on the Arizona Job Connection for the City of Phoenix local area.
 - Research the impact of other local area WIOA training funding caps and how those funding caps impact the City of Phoenix WIOA training funding caps.
 - Research the barriers that customers have regarding enrollment in programs within the in-demand industries.



12. Call to the Public and Open Discussion:

PEC Chair, Daniel Barajas, announced a call to the public and there was no response from the public.

13. Adjournment:

A motion to adjourn the meeting was made at 10:33 a.m. by PEC Vice-Chair Meghan McGilvra, and seconded by PEC Vice-Chair, Melissa Trujillo.

Approved: Daniel Barajas, Melissa Trujillo, Meghan McGilvra, Samantha Hansen, Dean Van Kirk, Jon Ellerston

Opposed: None

Motion passed unanimously