



## **WORKFORCE ARIZONA COUNCIL – EXECUTIVE COMMITTEE AGENDA**

Thursday, February 15, 2018

1:00 pm – 3 pm

100 N. 15<sup>th</sup> Avenue, Phoenix, AZ 85007, Suite 103

Conference Line: 877-820-7831, Passcode: 103468

### **Members**

Dawn Grove, Chair – Karsten Manufacturing

Doug Yonko – Hensley Beverage Company

Bill Terry – IBM

Cecilia Mata – AllSource Global Management

Mark Gaspers – Boeing

Thomas Winkel – Arizona Coalition for Military Families

### **1. Call to Order**

### **2. Welcome**

### **3. Chair Report**

### **4. Call to the Public**

### **5. Approval of Minutes**

### **6. Presentation: Maryvale Workforce Initiative Project**

Keith Forte, Project Manager, Arizona Office of Economic Opportunity

### **7. Presentation: College Credit Pathway to a High School Equivalency Diploma**

Sheryl Hart, Deputy Associate Superintendent, Arizona Department of Education, Adult Education Services

### **8. Presentation: Arizona Management System (Pinal Pilot Data)**

Michael Wisehart, Assistant Director, Arizona Department of Economic Security, Division of Employment & Rehabilitation Services(DERS)

### **9. Council Development: Requests for Information**

Megan Rose, Director of Communications, Arizona Department of Administration

### **10. Committee Reports**

#### **a. State Plan Task Force**

#### **i. Discussion and Approval of State Plan Modifications**

#### **1. Discussion on Employer Measures and Dashboard**

**a. Vote to recommend the Council approve updated Employer Measures**

#### **2. Discussion of Executive Overview**

**a. Vote to recommend the Council approve Executive Overview**

#### **3. Vote to recommend the Council approve the State Plan Modifications**

#### **b. Strategic Communications and Partnerships Report**

#### **i. Updates to Council Communication Plan**

1. **Vote to recommend the Council approve the updates to the Council Communication Plan**
- ii. **Statewide Convening**
  1. **Vote to recommend the Council hold a statewide convening twice a year**
- c. **Performance Excellence Report**
  - i. **ARIZONA@WORK Job Center Certifications**
    1. **Vote to recommend approval of the Center Certifications**
  - ii. **Discussion and Approval of 2018 Performance Excellence Committee Charter**
    1. **Vote to recommend the Council adopt 2018 Performance Excellence Committee Charter**
- d. **Quality Workforce Report**
- e. **Measuring Effectiveness Report**

## **11. Council Agenda**

## **12. Adjournment**

*Pursuant to A.R.S. § 38-431.02, notice is hereby given to members of the Workforce Arizona Council Executive Committee and to the general public that the Committee will hold a meeting, open to the public, on **Thursday, February 15, 2018 at 1:00 pm.** in the Office of Economic Opportunity 100 N. 15<sup>th</sup> Ave, Suite 103. For more information, please call (602) 364-0430.*

***Attention visitors (including agency personnel and members of the public):** The Arizona Department of Administration has implemented building security measures at 100 N. 15th Avenue. All visitors who do not have a badge granting access to the building must go to the Badging Office on the first floor to be admitted as a guest. Due to the security measures, agency personnel who routinely submit documents or who wish to attend seminars should either verify that their badges grant access to the building or schedule visits in advance with the Office of Economic Opportunity. Please call (602) 364-0430 with any questions or concerns regarding admittance to the building.*

*Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by calling (602) 364-0430. Requests should be made as early as possible to allow time to arrange the accommodation. A copy of the material provided to Committee members (with the exception of material relating to possible executive sessions) is available for public inspection at the Office of Economic Opportunity, located at 100 N. 15th Avenue, Suite 103, Phoenix, AZ.*

*Under A.R.S. § 38-431.03(A)(3), the Committee may vote to go into executive session, which will not be open to the public, for the purpose of obtaining legal advice on any item on the agenda.*

*At its discretion, the Committee may consider and act upon any agenda item out of order. Members of the Committee may appear by telephone.*



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### **Members Present**

Dawn Grove, Chair – Karsten Manufacturing

Bill Terry – IBM

Mark Gaspers – Boeing

David Martin – AZ Contractors Association

### **Members Present via Phoen**

Cecilia Mata – AllSource Global Management

### **Members Absent**

Doug Yonko – Hensley Beverage Company

#### **1. Call to Order**

Chair Dawn Grove called the Executive Committee meeting to order at 1:05 pm.

#### **2. Welcome**

Chair Grove welcomed committee members and introduced David Martin as the new chair of the Performance Excellence Committee.

#### **3. Chair Report**

Chair Grove introduced David Martin as the Chair of the Performance Excellence committee. She thanked past chair Thomas Winkel for his service.

Chair Grove then called Paul Shannon to address the committee. Mr. Shannon, Director of the Arizona Office of Economic Opportunity announced that he will be retiring effective Friday, February 16, 2018. Mr. Shannon thanked the committee for their service and wished them well in their future endeavors. Chair Grove returned Mr. Shannon's sentiments and gratitude.

#### **4. Call to the Public**

Chair Grove allowed for public comment with a general disclaimer that presentations must be limited in time to three minutes or less and that committee members could not discuss items that did not appear on the official agenda. There were no comments made from the public.

#### **5. Approval of Minutes**

Chair Grove entertained a motion to adopt the Executive committee's previous meeting's minutes. Bill Terry moved, Cecilia Mata seconded. The November 20, 2017 meeting minutes were approved and adopted.

#### **6. Presentation: Maryvale Workforce Initiative Project**

*Keith Forte, Project Manager, Arizona Office of Economic Opportunity*

Keith Forte, project manager with the Office of Economic Opportunity provided an overview presentation on the Maryvale Hiring Initiative. Mr. Forte began his presentation with an introduction to the Maryvale project. He provided a map of the Maryvale area and identified the project's geographical scope. Mr. Forte provided demographic information for the Maryvale area.

He then outlined the public-private partnership between the State, non-profit partners, and educational partners.

- Mr. Terry asked for clarification on the Wal-Mart Foundation. Mr. Forte explained that the Wal-Mart Foundation is the “giving arm” of the Wal-Mart Company.

Mr. Forte explained a recent success of the project in the finalization of a social media campaign. Mr. Forte thanked Megan Rose, Director of Communications for AZ Dept. of Administration, for her assistance in orchestrating the social media plan. Mr. Forte highlighted another success for the project: a partner hiring event coordinated between non-profit partners.

- Mr. Terry asked if other state agencies were able to be involved in the Maryvale project, similar to AZ Dept. of Transportation providing on-the-job training grants for highway construction employment. Mr. Forte responded that there were none currently, but that some were interested and were currently in the vetting process.

Chair Grove informed Mr. Forte of “Opportunity Zones”, census-tract areas that can receive tax incentives and investment opportunities. Mr. Forte expressed thanks for the remark.

Chair Grove asked if other areas in the state would be opportune for a project similar to the Maryvale project. Mr. Terry added the South Tucson area as a potential area. Mr. Forte explained that other areas could certainly benefit from a similar project, and that the office is still in the data-gathering and analysis phase of expanding the project. Rosalyn Boxer commented from the public section that such an expansion would be feasible since non-profit partners operate in most communities and not in the Maryvale area exclusively.

Mark Gaspers asked to endorse the Maryvale project. Chair Grove entertained a motion to endorse the Maryvale project, which Mr. Gaspers moved. Mr. Martin seconded and the motion passed.

#### **7. Presentation: College Credit Pathway to a High School Equivalency Diploma (HSED)**

*Sheryl Hart, Deputy Associate Superintendent, Arizona Department of Education, Adult Education Services*

Sheryl Hart of the AZ Dept. of Education provided a brief overview of a new pathway to receive a high-school equivalent diploma through college credits. Ms. Hart stated that a task force was convened and met six times in 2017 to address the issue of GED testing and diploma pathways. The Task force reviewed the policies in other states.

Ms. Hart provided a brief overview of the pathways program and explained the process in which students can use obtained college credit that meets specific requirements to obtain a high-school equivalent diploma (not a GED).

Ms. Hart explained that the pathway was not necessarily a less expensive or less time-consuming method to obtaining a high-school equivalent diploma, but was contracted for students that were already college bound, although open to all students.

- Mr. Terry asked if only Arizona schools (colleges) could provide the credit necessary to obtain a HSED. Ms. Hart replied that only public, Arizona schools on an approved list could be used, but most schools would accept transfer credits from non-approved schools or out-of-state schools.
- Chair Grove asked for clarification on the transfer process and expressed concern for out-of-state or non-approved school students attempting to apply for an HSED. Chair Grove expressed concern that students would have to apply for, be accepted, and enroll, and then transfer credits to an approved school to be eligible for an HSED. Ms. Hart stated that students would receive their transcripts as soon as they enrolled and would be able to use their credits as long as they met program criteria.
- Mr. Martin asked about the overall goal of the program. Ms. Hart stated that it is a way for students for whom structured learning environments or high-stakes examinations may not be conducive to their learning to obtain a HSED. Ms. Hart stated that students can enroll in college classes prior to obtaining a high school diploma, but cannot graduate from the college until they have a diploma or HSED.
- Mr. Terry asked for an update on the program in the future (provided by Ms. Hart). The program is scheduled to begin in Summer 2018.
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## 8. **Presentation: Arizona Management System** (Pinal Pilot Data)

*Michael Wisehart, Assistant Director, Arizona Department of Economic Security, Division of Employment & Rehabilitation Services(DERS)*

Mr. Wisehart provided a brief, high-level overview of the Pinal County one-stop center's progress in using the Arizona Management System. Mr. Wisehart stated that there were three factors that led to some dips in performance. Mr. Wisehart indicated these factors: change in staffing at the center, the seasonality in labor, and the fact that the AMS implementation in Pinal is a pilot project. Mr. Wisehart stated that the performance in Pinal had dipped from 3.5 placements per day to 2.5 per day in December. He then stated that the performance had increased to 4.5 placements per day for January.

- Mr. Martin asked where job placements were occurring (i.e. which industry). Mr. Wisehart stated that all industries were benefitting from the Pinal one-stop placements, but included the manufacturing and health care industries as examples.
- Mr. Wisehart stated that the Sam's Club in Casa Grande, Pinal County had closed recently and the system's response had been great to combating the layoffs.
- Mr. Martin asked if employee/employer retention is measured. Mr. Wisehart stated that employer retention is measured as a measurement of quality at 90 days, 6 months, and each quarter after an individual exits the programs.
- Chair Grove indicated that she had visited the Pinal site and found a disconnect between the employer and individual assistance teams. Mr. Wisehart stated that DES has created a spreadsheet tool used to align the two teams and credited this tool to Pinal's success.

## 9. **Council Development: Requests for Information**

*Megan Rose, Director of Communications, Arizona Department of Administration*

Megan Rose, Director of Communications for the AZ Dept. of Administration provided a high-level, brief overview of the legal statutes regarding public information and requests for public information. Ms. Rose stated that documents and emails, texts and voicemails in the public sector must be treated differently than in the private sector.

Ms. Rose asked the Council to be aware of public information laws and recommended that they separate public information into different folders for ease of access in the case of a request for their public information.

- Chair Grove indicated that her corporate email server deleted emails after one year. Ms. Rose stated that public retention laws do apply to any work conducted on behalf of the Council, but that one year was most likely a reasonable retention period for emails. Chair Grove also expressed concern for voicemails retention. Ms. Rose stated that content mattered and that only voice messages in which important content is discussed should be kept.
- Mr. Terry expressed support for a separate email address in which emails were kept on state servers. Ms. Rose indicated that this is possible and that future discussion is warranted.

Ms. Rose also allowed for media inquiries and communications to be forwarded to her. Her contact information was provided as [megan.rose@azdoa.gov](mailto:megan.rose@azdoa.gov) and 602-542-1681. Ms. Rose provided her cell phone number to the Council Manager, Ashley Wilhelm, who can provide Council members with Ms. Rose's number if needed.

## 10. **Committee Reports**

### a. **State Plan Task Force**

#### i. **Discussion and Approval of State Plan Modifications**

Gretchen Corey of the Office of Economic Opportunity provided a brief history and background on the State Plan modifications, including the convening of a workgroup to collaborate and work on revisions in a cross-agency fashion. Ms. Corey expressed the Council's involvement through Chair Grove's participation in the workgroup.

Ms. Corey provided some highlights of the changes made to the state plan:

- The Organizational Chart was modified to show relationships, new agency roles, and the role of the Workforce Arizona Council.
- Language was included that showed increased collaboration, updated labor market information, council endorsements of projects, and an example of Council leadership. Information on the Labor market information dashboard was included, as well as updates to the section on vocational rehabilitation.
- New employer measures were developed and later presented to the committee.
- Information on the methodology used to identify emerging and in-demand industries was included.

### **1. Discussion on Employer Measures and Dashboard**

Chair Grove indicated that the employer measures development was a collaborative effort that included the Dept. of Economic Security. Chair Grove indicated that she would like to change the language for the first employer measure, but asked if the committee would be willing to pass the “concept” of the measure and change the wording at a later time. Chair Grove asked the committee for feedback on measurement 2, but also asked to approve at this time, but change the wording at a later time. Chair Grove’s final recommendation was to adopt the first and third federal measures and to adopt the three proposed state measures, but with the committee’s willingness to change the wording before the measures are presented to the full Council.

#### **a. Vote to recommend the Council approve updated Employer Measures**

Chair Grove entertained a motion to approve the measures as stated above. Mr. Martin moved, Mr. Terry seconded. The motion passed.

### **2. Discussion of Executive Overview**

Chair Grove stated that the Executive Overview would also be updated to reflect changes made to the State Plan. Chair Grove indicated that she would author a new letter to precede the overview and that portions of the overview would be modified, including the employer measures discussed.

#### **a. Vote to recommend the Council approve Executive Overview**

Chair Grove entertained a motion to approve the Executive Overview. Mr. Martin moved, seconded by Mr. Gaspers. The motion passed.

### **3. Vote to recommend the Council approve the State Plan Modifications**

Chair Grove entertained a motion to approve the state plan modifications. Mr. Terry moved, Mr. Gaspers seconded. The motion passed.

### **b. Strategic Communications and Partnerships Report**

Cecilia Mata, chair of the Strategic Communications and Partnerships committee provided a brief report.

- Jillian Seamans, PIO for DES, DERS, provided an update to the committee, including a newsletter that is distributed within the workforce system.
- Committee received an overview of Council endorsed projects.
- Ms. Mata spoke about website updates, including council-member biographies to be included.

- Ms. Mata spoke about the committee’s new plan in orchestrating meetings between the committee members and the local boards to be facilitated by Ms. Wilhelm. Ms. Mata expressed support for strengthening the relationships between the Council and local boards.
- Ms. Mata explained that the committee reviewed last year’s convening survey and is recommending a twice per year cadence for future events.

**i. Updates to Council Communication Plan**

**1. Vote to recommend the Council approve the updates to the Council Communication Plan**

Ms. Mata asked for an approval of the updates made to the committee’s communication plan. Chair Grove entertained such a motion, which was made by Mr. Gaspers and seconded by Mr. Martin. The motion passed.

**ii. Statewide Convening**

**1. Vote to recommend the Council hold a statewide convening twice a year**

Ms. Mata asked for approval to hold two convening meetings per year. Chair Grove entertained such a motion which was made by Mr. Gaspers and seconded by Mr. Martin. The motion passed.

**c. Performance Excellence Report**

**i. ARIZONA@WORK Job Center Certifications**

**1. Vote to recommend approval of the Center Certifications**

Chair Grove announced again that Mr. David Martin had been appointed to chair the Performance Excellence Committee. Mr. Martin spoke briefly about his opportunity to chair the last Performance Excellence Committee meeting before introducing Gretchen Caraway of DES.

Ms. Caraway introduced herself and spoke about one-stop center certifications. Ms. Caraway indicated that the Performance Excellence Committee had provisionally approved all one-stop centers. Ms. Caraway spoke about a monitoring spreadsheet that DES had developed. Provided to the committee members was a copy of the spreadsheet, a powerpoint presentation summarizing the tool, and a tab-by-tab summary of the spreadsheet. Ms. Caraway spoke about the steps/process in the center’s self-assessment, which prompted Chair Grove to ask for clarification on the characteristics assessed in the second part of the self-assessment. Ms. Caraway provided the characteristics in a policy approved by the Council in August, 2017. Ms. Caraway provided the results of the center’s self-assessment.

Chair Grove asked if centers could receive a full certification within a year. Ms. Caraway indicated that they could, and that could provide a level of comfort to the centers that are attempting to maintain full compliance. Ms. Wilhelm indicated that is a “tall order” to have centers fully certified now and that a timeframe is a good part of an action plan.

Chair Grove entertained a motion to recommend provisional approval for all one-stop centers to the full Council. The motion was made by Mr. Martin and seconded by Mr. Gaspers. The motion passed.

Mr. Martin asked about an experience he has had – contractual relationships with “caseworkers” may not have been updated with WIOA standards, including work experience and other contractual relationships. He indicated that his question may not be relevant to the center certifications process. Ms. Wilhelm indicated that it may have come out in the self-assessment process. Chair Grove asked to investigate Mr. Martin’s claim

before the full Council meeting. Mr. Martin provided clarification to Ms. Caraway regarding his question. Rosalyn Boxer commented from the public section expressing concern parallel to Mr. Martin's claim. Chair Grove identified Ms. Wilhelm, Tom Colombo from Maricopa County, Ms. Caraway, and Mr. Martin to address the issue highlighted by Mr. Martin.

**ii. Discussion and Approval of 2018 Performance Excellence Committee Charter**

**1. Vote to recommend the Council adopt 2018 Performance Excellence Committee Charter**

Chair Grove entertained a motion to approve the Performance Excellence Committee Charter. Mr. Martin made the motion, seconded by Mr. Gaspers. The motion passed.

**d. Quality Workforce Report**

Mr. Gaspers summarized the Quality Workforce Committee's previous meeting. He stated that they received a presentation from Mr. Forte on the Maryvale project. He spoke about the Arizona Career Readiness Credential. He spoke about federal and state employer measures and the ability of the Council to understand the needs of employers. He mentioned briefly a manufacturing partnership and the Arizona Advanced Technology Corridor and how employers were able to provide input through a forum in Casa Grande.

**e. Measuring Effectiveness Report**

Mr. Terry expressed that there was nothing new to report. He indicated that his committee's work had already been discussed.

**11. Council Agenda**

Chair Grove indicated that there is a Council meeting on March 1, 2018. Chair Grove and Ms. Wilhelm identified changes to be made before the meeting, including the addition of an endorsement for the Maryvale project, the inclusion of business service representative training to Ms. Caraway's presentation. Mr. Gaspers indicated that he will be absent and will work with his committee members to find someone to report in his place. A motion to approve was made by Mr. Martin and seconded by Ms. Mata.

**Adjournment:** A motion to adjourn was made by Mr. Martin and seconded by Ms. Mata. The meeting was adjourned at 3:13 PM.