



## Maricopa County Workforce Development Board – Performance Excellence Workgroup Meeting Minutes

Tuesday, November 27, 2018 at 9:00 a.m.

### Open Works

4742 N. 24th St., Suite 450, Phoenix, AZ 85016

<https://bluejeans.com/546993469>

Phone: +1.888.240.2560 Conference ID: 546993469

**Members Present:** Kelsie McClendon, Mark Lashinske, Marie Sullivan, Jorge Rivero, Shayne Abrahams, Elaine Farinas, Moriah Blomfield

**Members Absent:** Marla Lazere, Bruce Walls, Terry Farrell

### **Call to Order**

Performance Excellence Workgroup meeting initiated by Workgroup Lead, Kelsie McClendon, at 9:13 a.m. Management Analyst, Isabel Creasman, took roll; a quorum of the workgroup was present.

### **Executive Director’s Remarks**

Executive Director, Patricia Wallace, provided a brief overview of the MCWDB workgroups’ purpose. An update of the strategic planner contract was also provided.

### **Review Purpose of Performance Excellence Workgroup**

Lead, Kelsie McClendon, reviewed the aim of each workgroup, and shared how each group would help accomplish the MCWDB’s goals. He also clarified the communication structure among the various workgroups.

The Lead further shared the overarching purpose of the Performance Excellence Workgroup, which is to determine whether initiatives are successful by looking at the “beginning state” and the “ending state.”

### **Previous Reports Review:**

1. One Stop Operator Report: Chris Menapace, One-Stop Operator (OSO), provided a brief overview of the annual report content and findings. She also shared the OSO’s recommendations with the group. Ms. Menapace noted that there has been strong partner engagement and collaboration. The OSO is currently involved in mapping the customer referral process with the four core partners. Lead, Kelsie McClendon, noted the importance of having a way to track success and asked for an update on how this will be measured, once it is developed.
2. DRAFT Q1 PY18 Operations Report: Lead, Kelsie McClendon, and Management Analyst, Isabel Creasman, provided a brief overview of the draft report including structure, content, and analyses. Questions on the report content were addressed and suggestions for additional content were discussed. The Workgroup was asked to review the report and provide additional feedback to staff.
3. Youth Services Provider Survey Report: Management Analyst, Isabel Creasman, provided background on the purpose of this report.
4. Board Recertification: Not discussed
5. Job Center Certification: Not discussed

### **Complete Strategic Planner Provided Worksheets to set strategy, actions and metrics**

Lead, Kelsie McClendon, provided a summary of previous Workgroup discussions and provided an overview of each of the strategies included in the worksheet.

For the “map the customer experience” strategy, the group discussed keeping the employer as the primary customer. However, the group also discussed a need to add the job seeker as a customer of the system because

the WIOA performance measures are key for providers. To map the customer experience, the Workgroup Lead suggested working with the OSO and investigating current initiatives that are in place (e.g., Construction pre-apprenticeship) to use that as a “pilot.”

The group further discussed that to improve the employer experience, the following must occur: 1. The key industries in the region must be identified (work will be accomplished by the Quality Workforce Workgroup), 2. The Marketing Workgroup should then identify the employers that should be contacted, and 3. The Performance Excellence Committee should then conduct a gap analysis to identify challenges. The group also discussed that small businesses should be involved in the decision-making.

For the “establish capacity building” strategy, the group discussed a need to identify the capacity of training providers and supportive services. It was noted that the biggest barrier for job seekers is transportation and the group discussed ways to address this challenge.

For the “increase funding for in-demand occupations” strategy, the group discussed working with the Regionalism & Sustainability Workgroup to identify funding that is less restrictive.

**Determine Schedule, Frequency, & Location of Meetings**

The Workgroup discussed a date for the next meeting. The Lead suggested meeting on December 19, 2018, immediately following the MCWDB meeting (beginning at 11:45). Staff will follow-up to determine availability.

**Next Steps/Action Items**

<b>Requested by:</b>	<b>Item</b>	<b>Assigned to:</b>	<b>Due Date</b>
Performance Excellence Workgroup	Provide a description of the process and timeline for the next steps of Referral Mapping Project	One-Stop Operator	TBD
Board Staff	Review DRAFT Q1 PY18 Operations Report and provide feedback on additional data & analyses requested as well as area that require clarification	Performance Excellence Workgroup Members	TBD
Performance Excellence Workgroup	Map the customer experience	One-Stop Operator	TBD
Performance Excellence Workgroup	Schedule Follow-Up Meeting	Board staff	TBD

**Call to the Public**

Workgroup Lead, Kelsie McClendon, called for public comment. No public comment.

**Adjourn**

Meeting adjourned at 11:04 a.m.

*\*For additional information, contact Isabel Creasman, Management Analyst, at [Isabel.creasman@maricopa.gov](mailto:Isabel.creasman@maricopa.gov).*