



## Maricopa County Workforce Development Board – Regionalism & Sustainability Workgroup Meeting Minutes

Wednesday, January 9, 2019 at 1:00 p.m.

APS

400 N. 5th Street, Phoenix, AZ 85004

<https://bluejeans.com/546993469>

Phone: +1.888.240.2560 Conference ID: 546993469

**Members Present:** Drew Thorpe, Stacey Faulkner, Gregg Ghelfi, Reid Graser, Tom Jenkins, Alex Jovanovic, Tina Wadham.

**Members Absent:** Shawn Hutchinson

### **Call to Order**

Regionalism & Sustainability Workgroup (RSW) meeting initiated by Workgroup Lead, Drew Thorpe, at 1:05 p.m. Management Analyst, Isabel Creasman, took roll; a quorum of the workgroup was present.

### **Executive Director’s Remarks**

Executive Director, Patricia Wallace, noted that all MCWDB workgroups have now launched. An update of the strategic planner contract was also provided, along with an overview of how the strategic planning work will affect meeting length. Board meetings every other month, beginning in January, will be 3 hours long and will be devoted to board education and strategic planning work. Items requiring board discussion will be reserved for regular board meetings on “off” months (beginning in February).

### **Review Purpose of Regionalism & Sustainability Workgroup**

Lead, Drew Thorpe, asked Tom Jenkins to provide an update on the work of the Technology Solutions Workgroup, as technology is a barrier to achieving the RSW’s goals. Mr. Jenkins provided an update and informed on the December 18, 2018 meeting held at Chairman Chucri’s office. A brief overview of the purpose of the meeting, the attendees, and its outcomes were shared.

Workgroup lead, Drew Thorpe, then reviewed of the purpose of the RSW. He noted that the regionalism and sustainability goals are related. Regionalism itself is a broad topic, and will require an evolutionary process to define and come up with an approach to achieve regionalism. On the other hand, the sustainability goal is more focused and the options to address this goal are clearer; for sustainability, identifying alternative funding sources is the key goal. Mr. Thorpe shared that he has seen some creative ways to obtain additional funding and noted that Maricopa County may not currently be optimally structured to acquire additional funds. One possibility he shared with the group is partnering with a 501(c)(3), which could also be a first step in achieving a “regional approach.” Tom Jenkins shared that the Pima local area partners with a 501(c)(3), and the Workgroup may consider partnering with them or discussing this topic with them.

Drew Thorpe also reviewed the results of the NAWB Survey of WDBs, which included the following key findings:

- 48% of WDBs are non-profit
- 38% of WDBs have TANF funds; 20% of WDBs have private foundation funds
- 70% of WDBs are pursuing new funding sources
- 63% of WDBs expect that funding will decrease

Mr. Jenkins noted the importance of having the City of Phoenix join this Workgroup. Patricia Wallace indicated that the City of Phoenix Executive Director, LaSetta Hogans, is on board to participate in this group; she has committed that every group will have City of Phoenix representatives. The group also discussed the possibility of reaching out to Kelly Hart (DES) and Rob Stenson (City of Phoenix).

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

The Workgroup will meet on a monthly basis on the first Monday of each month. Meetings will take place from 9:00-10:30am. Drew Thorpe will host the February and March meetings.

### **Review Maricopa County Regional Efforts and Regional Plan**

Stacey Faulkner, Workforce Program Manager, reviewed the progress on the work identified in the Joint Regional Workforce Development Planning Report. She explained their definition of regionalism--Maricopa County and City of Phoenix are one AZ@WORK; this is definition will expand as they are bringing in Pinal County to the regional team. At this time, Pima has not been approached to join this team. Patricia Wallace asked whether this initiative only included a regional approach to business services and was informed that this initiative includes all services (business services will manage it).

#### **Review of Strategies:**

The branding initiative included the creation of a single entity (AZ@WORK) and one social media page; this goal was completed. Drew Thorpe asked what kind of messaging youths were getting and was informed that youths are referred to the closest location for services; the offices work as a single brand.

Access Points: This initiative is in the works and is awaiting final approval. Access points are places where people can access workforce services. A directory of services was developed and each access point was assigned a tier level (basic, individualized, self-service); staff are also being assigned to these access points. Budget allocation can be tracked by these access points. To gather information, access points each fill out a monthly report and then business services staff consolidate the information; it was noted that there is quite a bit of manual tracking because Maricopa County is not using HSD Online.

Comparable Data: DES is working on adding a CRM for common data point collection. The teams are also now using ACRC as the assessment tool; however, this assessment is not recognized by WIOA. Tom Jenkins asked whether employers in AZ were embracing this tool and was informed that they are still working on getting more employers.

Training Fund Availability: The goal identified in the plan was to have common training funding range for the local areas. Currently, in Maricopa County, the youth program has an \$8,000 cap and the adult program has a \$4,000. In Phoenix, the youth program has a \$3,000-\$4000 cap and the adult program has a \$4,000 cap. The County has put a policy in place for WEX and is developing a policy on OJT; The City of Phoenix has developed a custom training policy.

Employer Coordination & Innovation Implementation: Trevor, from OEO, will be providing training to business services representatives to increase regionalism between the teams. AJC is used to coordination among business services staff. Generally, City of Phoenix focuses its efforts on the City, while the Maricopa County Business Services staff focus County businesses. In Maricopa County, the business services representatives specialize in a particular industry, but are also cross trained on the other in-demand sectors.

Rapid Response: The County took the lead and shared best practices with other local areas; Maricopa County is the one of the only regions that can perform RR enrollment.

Consistency in Program Delivery: Developed an IGA with the City of Phoenix to ensure that training is the same; they have also instituted a train the trainer model.

Partnerships: The teams have committed to partner on as many initiatives as possible. For example, the teams have hosted information tables at events.

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

Lead, Drew Thorpe, provided a summary of previous Workgroup discussions and provided an overview of each of the strategies included in the worksheet. For the regionalism goal, dates were removed or updated and the action "Plan a pilot project" was deleted. For the sustainability goal, "meeting with NAWB representatives to identify different approaches" and doing research on best practices in AZ were identified as topics for the February meeting. Tom Jenkins will be reaching out to NAWB, and Isabel Creasman will be researching AZ practices.

### Next Steps/Action Items

<b>Requested by:</b>	<b>Item</b>	<b>Assigned to:</b>	<b>Due Date</b>
RSW	Benchmark best-in-class workforce systems obtaining desired funding: Meet with NAWB representatives to identify different approaches.	Tom Jenkins	2/4/19
RSW	Benchmark best-in-class workforce systems obtaining desired funding: Research Practices of AZ Workforce Boards	Isabel Creasman	2/4/19
RSW	Schedule Follow-up Meetings	Isabel Creasman	2/4/19

### Call to the Public

Workgroup Lead, Drew Thorpe, called for public comment. No public comment.

### Adjourn

Meeting adjourned at 2:41 p.m.

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