

Yavapai County Workforce Development Board November 13, 2019 Meeting Minutes

Attendees:	Present/Absent	Number of Absences in 2019
Anita Payne, Chairman	Absent	1
Phil Tovrea, Vice Chairman	Present	1
Steve Silvernale	Present	1
Gary Hassen	Absent	1
Mark Timm	Absent	2
Rick Duff	Present	0
Alycia Botkin	Absent	3
Elaine Bremner	Absent*	0
Wendy Bridges	Present	1
Tony Gauthier	Present	0
Kurt Greves	Absent	3
Mel Ingwaldson	Present	0
Dee Jenkins	Absent	1
Nancy Jensen	Present	0
Ginger Johnson	Present	0
Craig Lefever	Present	0
Trista MacVittie	Absent	1
Brenda Rhodes	Absent	1
Christopher Tafoya	Present	1

*Excused

Staff: Teri Drew, Executive Director

Guests: Leah Cickavage, NACOG Operations Manager
Kristy Prather, Workforce Supervisor, Title III Yavapai County

I. Call to Order/Welcome/Introductions

Vice Chairman Tovrea called the meeting to order at 10:20 AM. A quorum was not present.

II. Reading of the WDB Mission Statement

Vice Chairman Tovrea read the Yavapai County WDB Mission Statement: "To build economic success through workforce development partnerships."

III. Approval of the August 14, 2019 Minutes

Vice Chairman Tovrea asked if everyone had reviewed the minutes from the August 14, 2019. Executive Director Teri Drew noted that, because there is not a quorum present to vote on the approval of the minutes, she would like to begin reviewing documents that need approval today and receive comments in lieu of a

vote. Ms. Drew noted that the Executive Committee approved all three documents in the Executive Committee meeting prior to this meeting today, and per the Bylaws, if a quorum is not established in the full Board meeting, the Executive Committee may vote on behalf of the full Board to move forward and keep business going. In that case, the full Board may make a recommendation to approve the decision of the Executive Committee. With that, Vice Chairman Tovrea agreed to move forward on the agenda. The approval of the minutes are tabled to the next meeting.

IV. Chair's Report

▪ Executive Committee Report

Vice Chairman Tovrea turned to Ms. Drew to report on behalf of Chairman Anita Payne, who was called away at the last minute to another meeting. Ms. Drew reported that for the past several months, the Executive Committee has been working on several documents and policies per state requirements. Ms. Drew expressed appreciation to the Board for their patience in reviewing and approving policies and plans since October 2018. Since that time, the Department of Economic Security (DES), the state Administrative Entity for the Workforce Innovation and Opportunity Act (WIOA), and the state Workforce Arizona Council, have been working on implementing new policies, which created the need for Policies, Bylaws and Plans to be revised for compliance. Consequently, all Local Workforce Areas are pending board recertification until all documents are updated to state approval, including Yavapai County. Ms. Drew noted that the Executive Committee has been working ever since to develop documents that meet compliance with state policies. These documents are scheduled for approval by the State in December. She expressed public gratitude to DES Workforce Administrator Karen Nelson-Hunter for her technical assistance with these documents during a recent phone call.

Ms. Drew then asked anyone who had not filled out a Conflict of Interest form at the Annual Meeting in August to please take one and fill it out, and either leave it with Leah Cickavage or mail it in. She noted that this is an annual requirement of all WDB members. With that, she concluded the Chairman's Report. Vice Chairman Tovrea called for questions or comments, there were none.

V. Director's Report

Vice Chairman Tovrea turned the meeting over to Ms. Drew for the Director's Report.

▪ Program Update

Ms. Drew apologized for the late email yesterday, noting that Executive Assistant Julia Sawyer has been on vacation, leaving Ms. Cickavage, Ms. Drew and another staff member with additional responsibilities. She noted the loss of two other staff members, the Fiscal Manager and Senior Program Staff member, and a family situation with the other administrative staff member that called her away as well, leaving the office short staffed – she and Ms. Cickavage have managed well.

▪ Shared Governance Agreement Approval

Due to the lack of a quorum, Ms. Drew moved on to discuss the Shared Governance Agreement (SGA), an agreement between the Yavapai County Board of Supervisors and the WDB. This document outlines shared governance of the workforce development system in Yavapai County. Ms. Drew noted again that the Executive Committee approved this SGA prior to this meeting. The changes were implemented to comply with new state policies. Ms. Drew highlighted the required revisions. She noted that legal counsel for Yavapai County has reviewed and approved this document as well. Ms. Drew noted the most significant change to the SGA is the section regarding conflict of interest, noting that the state requires clearly defined "firewalls" between NACOG's role as the Administrative Entity for WIOA Title I Adult, Youth, Dislocated Worker, Rapid Response direct services, competitively procured One Stop Operator and Ms. Drew's designation as staff to the WDB. She noted that, as Executive Director she reports directly to the WDB Chairman and to the Yavapai County Administrator, and she does not have any voting privileges, therefore she cannot vote for Title I funding. The One Stop operations are overseen by Leah Cickavage, NACOG Operations Manager, who reports to Chris Fetzer at NACOG. Ms. Drew noted that this new language has been accepted by the State. She further demonstrated the firewall on an Organizational Flow Chart. Following some discussion, Vice Chairman Tovrea called for a

recommendation and show of hands to move the approval to the Executive Committee, **so recommended by Mel Ingwaldson and seconded by Ginger Johnson. The show of hands was unanimous.**

▪ **Bylaws Update Approval**

Ms. Drew then began the review of the revised Bylaws, as was also approved by the Executive Committee this morning. She reiterated that the State has a responsibility to see that all local areas are operating in compliance with the federal law, and in order to do so has developed uniform policies to conform to federal requirements. The policies were approved by the Board, and the Bylaws were revised to seamlessly blend with all of the other required documents and policies. The WDB approves the Bylaws and recommends them to the Board of Supervisors for approval, and then the State for final approval. Ms. Drew reviewed the highlighted revisions, noting that the language relates to the state policies.

Ms. Drew noted that the One Stop Centers are required to be re-certified annually, and she thanked Ginger Johnson and Pam Blackburn for volunteering to conduct the recertification in the past. This year she will be seeking volunteers to do the evaluation in January.

Following her review of the Bylaws updates, Ms. Drew asked Vice Chairman Tovrea to request a recommendation to approve the Executive Committee's approval of the Bylaws updates; **so recommended by Mel Ingwaldson, seconded by Rick Duff.** Ms. Drew thanked everyone for their recommendation. With that, Ms. Drew concluded her report.

VI. Youth Council Update

Vice Chairman Tovrea turned the meeting over to Mel Ingwaldson for the Youth Council update. Mr. Ingwaldson reported that the Youth Council met on November 6, 2019. He thanked the members of the Youth Council for volunteering their time. He noted the schedule of meetings for 2020 which was approved at the November 6 meeting. Mr. Ingwaldson noted that Officer Steven Steinke did a presentation at the meeting on the Milestones program, geared toward getting youth on the right track toward gainful employment.

Mr. Ingwaldson reported 33 in-school youth enrolled in the Title I program, and 78 out-of-school youth. He noted that the age range for out-of-school is 16 to 24 years. The total enrollment is 111, and Mr. Ingwaldson reported that staff have been doing a lot of outreach in the community for more involvement. He noted an Arizona Department of Transportation (ADOT) Construction Academy coming up and a Yavapai County Contractors Association (YCCA) Boot Camp in January, both geared to attract youth into the construction industry. He also noted some radio ads that have been running, and interest in health care has increased. Several other industry sectors were noted as target industries for youth. Mr. Ingwaldson noted that Corey Marshall, juvenile justice coordinator, has been working with social media, noting 1,245 people reached. With that, he concluded his report. Discussion followed regarding the YCCA Boot Camp, and assistance with obtaining expensive tools needed for the program. Ms. Drew noted that some of the tools are being donated by Lowes and Home Depot. Harbor Freight and Tractor Supply were recommended for contacting regarding tools.

VII. ETPL Update

Vice Chairman Phil Tovrea turned the meeting over to Leah Cickavage to present the Eligible Training Providers List (ETPL) update. Ms. Cickavage noted that the list is lengthy for this meeting, most of the items on the list are up for renewal on the ETPL. She noted that all of the training programs on the list have demonstrated growth in demand.

Ms. Cickavage first reviewed the new programs, which included a new caregiver training program at the new C and R Training Center. Other new listings were Hairstylist, Rogers Academy of Beauty; Computed Tomography Certificate at Yavapai College; Cyber Security Certificate at Yavapai College; Enology Certificate at Yavapai College; Equine Care and Management Certificate at Yavapai College; Fire Science Community Risk

Management Certificate at Yavapai College; Fitness Trainer/Instructor at Yavapai College; Magnetic Resonance Certificate at Yavapai College; Medical Office Technician Certificate at Yavapai College; Photography Certificate at Yavapai College and Production Horticulture Certificate at Yavapai College. Ms. Cickavage asked for questions – some discussion followed. Craig Lefever offered an explanation of how the tuition payment system works at Yavapai College, including an incentive/recruitment program to get a return of the tuition upon successful completion. It was noted that there are stipulations to receiving the tuition money back, which is returned to the individual or entity who paid the tuition. Nancy Jensen asked if digital badges are eligible for the ETPL, to which Ms. Cickavage replied that she would review with Ms. Jensen in more detail. Ms. Jensen noted that this is a new program based on credit hours. Other discussion followed regarding statistics on individuals participating in ETPL-approved trainings.

Ms. Cickavage then reported on those courses pending subsequent approval, which included 67 established training programs that are requesting annual renewal. She asked for questions and comments. Ms. Drew noted that since there is not a quorum that the list be circulated to the Executive Committee for approval, since no one can be approved for any of these courses without board approval. Some discussion followed. Following discussion, Vice Chairman Tovrea called for a recommendation for deferral to the Executive Committee for a vote, **so recommended by Mel Ingwaldson and seconded by Craig Lefever. The recommendation received unanimous support.**

VIII. One Stop Report

Ms. Cickavage then shared the first quarter One Stop report for Program Year 2019-20. She summarized the reporting period of July 1 – September 30, 2019, which demonstrated Title 1 total services of 2,758 from both the Prescott and Cottonwood offices. Some discussion followed regarding the reporting numbers. Comments followed regarding assessments and Test of Adult Basic Education (TABE), which evaluates the grade level of the individual taking the test. Ms. Drew acknowledged Title II for purchasing the TABE tests for the system. Other comments followed Title I reporting. Ms. Cickavage also reported the services provided through the Business Assistance Center (BAC) at the Prescott office. Ms. Drew commented that Title I performance follows job availability, and is based on current demand.

Ms. Cickavage then shared the reported DES Title III update, noting that there is no representation at the Prescott office at this time. Chris Tafoya noted that someone should be in place in Prescott by the end of the year. Ms. Cickavage reported the total services in Cottonwood of 2,009, a gain of 449 over the previous year, and the Prescott Valley affiliate demonstrated 2,367 services, a gain of 495.

Comments followed regarding Title III service to Prescott residents, and Ms. Drew noted that Prescott Valley is currently servicing Prescott residents until the Prescott office is staffed. Chris Tafoya also commented that the state has experienced staffing budget issues over the last year but he is happy to report that funding is now more available for staffing.

Ms. Cickavage reported that Title IV Vocational Rehabilitation demonstrated 684 clients served with 24 exiting with employment and 47 job placements in the quarter. The average wage at closure of client file was \$12.79 per hour. Some discussion followed regarding the criteria for qualification for Title IV services, which focuses special needs individuals.

Ms. Cickavage reported Title II data, noting particularly an increase in the number of instructional hours this year. The number of participants with 12 or more hours of attendance for the first quarter was 217, and there was a 27% of progress in participants with Measureable Skills Gain. There were four participants in the Integrated Education and Training Program and 77 in the Integrated English Literacy and Civics Education.

Ms. Cickavage reported top job trainings and placements, noting transportation as the highest demand, followed by healthcare, administrative, hospitality/food, government/community services, manufacturing, education and security. Mr. Tafoya commented on pending progress in gathering better data for targeting certain industries for employment and wage studies for outreach. Other discussion followed regarding Title II

designation – Mr. Silvernale noted that the jail has a requirement for providing basic adult education as well. Mr. Lefever noted other service providers, but Yavapai College is the state recognized Title II provider for Yavapai County, and Yavapai College partners with those providers also.

Vice Chairman Tovrea noted no action required for the One Stop Report, and moved to the next agenda item. Ms. Drew introduced Kristy Prather, supervisor for the Title III Re-employment Services Yavapai County system. Ms. Drew noted that Alicia Botkin from Title IV Vocational Rehabilitation was supposed to report as well, but could not attend today.

IX. One Stop Partner Case Study Presentations

Ms. Prather passed around copies of her presentation on a collaboration of services in the ARIZONA@WORK system for Yavapai County. Her recommendation for better collaboration was for all partners to be more involved with other Titled partners, working together to inform service-seekers of what is available. Ms. Prather also spoke about the Disabled Veteran Outreach Program (DVOP), noting a new staff member assigned to this role. Discussion followed Ms. Prather’s presentation regarding improving the visibility of Title I staff at the Cottonwood office. Ms. Drew noted a conversation among the WDB Executive Committee this morning regarding incidents of miscommunication at the Cottonwood One Stop when Title I (NACOG) services were inquired about and the indication was that NACOG was not present and the services were not available. Ms. Drew thanked Mr. Tafoya for addressing the situation and noted that they are currently working on a plan to improve communications, customer service and increase Title I visibility at that office. It was also noted that Title III will soon have a representative at the Prescott One Stop.

Ms. Prather continued her presentation, noting that the Arizona Job Connection (AJC), the State online employment database, is a good resource for improving communication between Title III and Title I. She noted that Title II does not utilize AJC, but communications regarding mutual clients can be improved. Craig Lefever noted that a system is being developed at the state level which will allow for each Title to maintain their own databases while having the ability to draw demographics in a separate database accessible to all. Positive comments followed.

Ms. Prather shared other aspects of the Title III processes and concluded her presentation with various other suggested strategies for improved communication across the ARIZONA@WORK system. Discussion followed in agreement with the need for communication to improve performance for system. Ms. Drew noted a federal observation of unexpended funds across the system, which does not encourage increased workforce funding in Washington. She commented that Yavapai County reports fully on all partner performance through the Annual Report, demonstrating a positive return on investment.

It was suggested to develop a brochure that clearly outlines the services of each Title. Ms. Drew noted that there is a nice system brochure, but it doesn’t delineate the different services. More discussion followed regarding having the marketing tools to clearly make services known to the public and the use of acronyms that are not familiar to most. Ms. Drew passed around a recently updated acronym list to all present, noting further updates needed, such as identifying Titles I – IV and their services.

Ms. Drew thanked Ms. Prather for her presentation and asked the One Stop Committee to prioritize working on a new Scope of Work for 2020 in order to enhance services across Yavapai County. She also asked that this be prepared for presentation at the next WDB meeting. Nancy Jensen noted a veteran program called V-Connected that she will share with the group. Mr. Tafoya noted that Title III is aware of the program and is offering it as a resource to Veterans.

X. Member Comments

Vice Chairman Tovrea called for Member Comments, there were none.

XI. Public Comments

Vice Chairman Tovrea called for Public Comments, there were none.

XII. Adjournment

Vice Chairman Tovrea called for a motion to adjourn; **so moved by Mel Ingwaldson, seconded by Craig Lefever. The meeting was adjourned unanimously at 12:47 PM.**

Minutes of the Workforce Development Board – November 13, 2019

Approved:

DRAFT