



MINUTES OF PUBLIC MEETING OF THE MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD

Thursday, February 1, 2024 – 1:30 p.m.

<https://www.gotomeet.me/MaricopaCountyWDB>

Phone: +1 (872) 240-3212; Access Code/Meeting ID: 167-097-701

Members Present: Angela Creedon, Anne Landers, Bonnie Schirato, Kathryn “Che” Collins, Elizabeth Valdez, Gregg Ghelfi, Jacob Evenson, Joe Veres, John Soto, Konrad Robichaud, Leah Hill, Loren Granger, Matt Clark, Scott Sudhalter, Tina Drews

Members Absent: Grenee Martacho, Jason Walker, Marcia Veidmark, Noelle Trinder, Shawn Hutchinson

MEETING

Call to Order.

Maricopa County Workforce Development Board (MCWDB) Chair Leah Hill called the meeting to order at 1:34 p.m. and requested a roll call.

Roll Call.

MCWDB Board Liaison Deseret Romero took the roll call. A quorum was present.

Welcome, Opening Remarks, and Meeting Objectives.

Chair Hill welcomed everyone to the meeting and thanked Nancy Avina for her years of service as an MCWDB staff member as she advanced to a career opportunity outside of Maricopa County. Chair Hill provided a brief overview of Ms. Avina’s years of service to Maricopa County.

Chair Hill introduced new MCWDB Member John Soto. Mr. Soto is filling the seat of former Member Ismial Rangel. Chair Hill thanked Mr. Rangel for his service to the Board and wished him well.

Chair Hill also introduced newly appointed Maricopa County Assistant Manager Marcy Flanagan. Ms. Flanagan thanked the Board for their service and provided a brief overview of her professional background.

Chair Hill read the objective for the February 1, 2024, MCWDB Full Board meeting.

- Review the standard MCWDB Full Board meeting reports, along with the Memorandum of Understanding/Infrastructure Agreement and 2025-2027 Local Plan Timeline for approval.
- Discuss the following reports and consider the recommendation to accept them:
 - One Stop Operator Performance Update
 - Strategic Plan: Progress Report

Chair Hill shared the following MCWDB Vision and Values.

Vision

The MCWDB is a best-in-class workforce system that connects jobseekers to career opportunities and

employers to skilled talent, stimulating economic prosperity and enhancing quality of life for all.

Values

The MCWDB’s values are as follows:

- Customer-centric service
- Public trust and accountability
- Data-driven and performance-based
- Responsive to a changing environment

Consent Agenda.

- Meeting Minutes: December 5, 2023
- Fiscal Reports
- Executive Director’s Report
- Jobs Report
- Careers Pathway Strategist Report
- One-Stop Operator Monthly Report
- Service Provider Update
- Memorandum of Understanding/Infrastructure Agreement (MOU/IFA) Six-Month Renewal
- 2025-2027 Local Plan Timeline and Process

MOTION: Chair Hill asked for a motion to approve consent agenda items. Matt Clark made a motion; Angela Creedon seconded the motion.

All in favor vote held:

In favor: Angela Creedon, Bonnie Schirato, Kathryn “Che” Collins, Elizabeth Valdez, Gregg Ghelfi, Jacob Evenson, Joe Veres, John Soto, Konrad Robichaud, Leah Hill, Matt Clark, Scott Sudhalter

Opposed: None

Abstained: None

Motion passed.

Chair Report.

Chair Hill thanked the Board members for their continued service and looked forward to the new year.

Information/Discussion/Possible Action.

- One-Stop Operator Performance Update
MCWDB Executive Director Steve Clark provided an overview of the One-Stop Operator Performance Update. Below are the highlights of the overview.

One-Stop Operator (OSO) Performance Update

Role of OSO

Scope of Work

- Lead, convene, and advocate for all partners;
- Coordinate the seamless service delivery of required one-stop partners;
- Act as a point of contact to facilitate communication;
- Coordinate Title partner leadership;
- Gather and report performance data

Performance Concerns

- Integration of a reporting platform;
- Ensure that a OSO is in place;

OSO Response to Concerns

- Develop training on integrated service delivery;
- Develop tool to measure effectiveness, accessibility and continuous improvement within centers;
- Develop a communication strategy to increase partner attendance;
- Analyze Needs Assessment;
- Create vision for integrated services

Next Steps

- MCWDB staff provide support and become a partner

- Meaningful, structured meetings as described in contract;
- Coordinate the seamless service delivery of required OSO partners;
- Lack of a professional needs analysis;
- Lead, convene and advocate for all partners
- Increase frequency of MCWDB monitoring and connection;
- Hold OSO staff accountable to the requirements identified in the SOW and OSO contract;
- Reassess OSO performance assessment

MOTION: Chair Hill asked for a motion to accept the One-Stop Operator Performance Update as presented. Che Collins made a motion; Angela Creedon seconded the motion.

All in favor vote held:

In favor: Angela Creedon, Bonnie Schirato, Kathryn “Che” Collins, Elizabeth Valdez, Gregg Ghelfi, Jacob Evenson, Joe Veres, John Soto, Konrad Robichaud, Leah Hill, Loren Granger, Matt Clark, Scott Sudhalter

Opposed: None

Abstained: None

Motion passed.

b. Strategic Plan: Progress Report

MCWDB Executive Director Steve Clark provided an overview of the Strategic Plan: Progress Report. Below are the highlights of the overview.

Strategic Plan: Progress Report

Goal #1: Optimize the culture of collaboration among the core partners and providers.

January 2024 - The UniteUS platform is being rolled out to all appropriate staff in the Workforce Development Division. Training has been scheduled, and this universal platform should enhance our ability to communicate with all partners. Additionally, work continues to build relationships with the One-Stop Operator and our core partners. We acknowledge the opportunity to improve and apply the MCWDB best-in-class philosophy in this area.

Goal #2: Expand the role of the Maricopa County Workforce Development Board (MCWDB) in regional economic development efforts.

January 2024 - Partnerships in economic development have progressed this past year. MCWDB staff have been active in the Arizona Association for Economic Development (AAED) to connect with leaders in this area. Regional partnerships with the City of Phoenix, Pinal County, Greater Phoenix Chamber Foundation, WESTMARC, and many other municipalities have allowed for better workforce integration and economic development. Plans for this next year include a continuation of the 1st Annual Arizona Regional Workforce Summit in September 2024. The 2024 Central Arizona Regional Workforce Forum will focus on economic development, education, and workforce development.

Goal #3: Expand the role of the Maricopa County Workforce Development Board in the local education ecosystem.

January 2024 – We have made respectable progress in engaging educational leaders from K-12 through post-secondary. The MCWDB Youth Committee engages in conversations around ways to bridge the gap between K-12 and the current career pathways for students. The Youth Committee has discussed career pathways, from those requiring little or no formal schooling beyond high school to opportunities for those open and able to attend formal and informal education after high school graduation. One of the focuses of this committee is how the Arizona@Work system can provide support for all who qualify. The Youth Committee continues to expand its roster to include all stakeholders across the education spectrum.

The MCWDB staff has begun reaching out to professional organizations in career and technical education, school administrators, school board members, and others to educate these major stakeholders on career literacy issues and better inform them of the opportunities in the in-demand industries of today and tomorrow.

Goal #4: Strengthen regional collaboration among the Maricopa County Workforce Development Board and other local workforce areas.

January 2024 – The planning and coordination of the 2023 Arizona Regional Workforce Summit in June 2023 was the catalyst for the close partnerships in the central Arizona region. The Executive Directors of each respected

workforce area of Maricopa County, the City of Phoenix, and Pinal County continue to meet at least monthly to discuss innovative approaches to workforce development and how we can look at solutions from a regional perspective.

In July 2023, the MCWDB approved a new Regional Initiatives Committee focusing on regional collaboration. The committee membership includes leaders, staff, and Board members from all three areas, and subject matter experts in workforce development. The committee will have a significant role in guiding the planning and implementation of the 2024 Central Arizona Regional Workforce Forum, which will take place in September 2024.

Goal #5: Increase participation of individual job seekers and businesses served across all Maricopa County Workforce Development Board title partner programs.

January 2024 – For the second year in a row, the MCWDB Employer Connection Committee (ECC) analyzes our in-demand industries and occupations. As part of the committee's goals, they will review and examine our current industry selection and explore potentially modifying the list based on the economic and labor market projections. The Arizona Office of Economic Opportunity has been a valuable partner. The ECC will submit its recommendation to the MCWDB Executive Committee and eventually the Full Board for consideration.

The participation of job seekers and local businesses continues to grow. We collaborate with our regional partners to continue to provide services as WIOA allocations dwindle. It will be necessary to continually assess the availability of funds as we expand our client and business partner base.

Goal #6: Maximize the scope of services available to individuals served by our title partner programs.

January 2024 – Management and oversight of the ETPL have been transferred from WDD to our MCWDB staff. This has resulted in the MCWDB more closely overseeing current programs on the ETPL, evaluating and assessing the applications of potential new providers, and interfacing with the state of Arizona to implement the ETPL according to the regulations. In 2023, we had five new providers and 20 new programs.

Changes to the services provided are routinely shared with the Board, including allocation changes that impact services.

Goal #7: Position the Maricopa County Workforce Development Board as a forward-thinking strategic leader.

January 2024 – Best practice research and investigating successful innovative approaches to workforce development issues are an ongoing focus of our staff and Board. Many opportunities for sharing are available locally and regionally.

Our staff and Board members continue to attend the National Association of Workforce Boards Summit in Washington, D.C. This event has proven to be a valuable avenue to share and explore best practices. At the March 2024 Forum, we are being nominated for the Trailblazer Award, which honors a workforce development board that has been a leader in adopting the changes envisioned in the Workforce Innovation and Opportunity Act (WIOA).

Goal #8: Create system-wide standards derived from implemented best practices that improve the scope and quality of services from partners and providers.

January 2024 – The relationship and performance of our One-Stop Operator has shown room for improvement. The scope and quality of services and building positive relationships with the core partners are significant roles for the OSO. We hope to implement changes over this next year to improve results for Goal #8 significantly.

MOTION: Chair Hill asked for a motion to accept the Strategic Plan: Progress Report as presented. Loren Granger made a motion; Bonnie Schirato seconded the motion.

All in favor vote held:

In favor: Angela Creedon, Anne Landers, Bonnie Schirato, Kathryn “Che” Collins, Elizabeth Valdez, Gregg Ghelfi, Jacob Evenson, Joe Veres, John Soto, Konrad Robichaud, Leah Hill, Loren Granger, Matt Clark, Scott Sudhalter

Opposed: None

Abstained: None

Motion passed

Information/Discussion Only.

a. MCWDB Success Story

Workforce Development Division Career Advisor Angie Dabrowski shared the MCWDB success story.

Chair Hill thanked Ms. Dabrowski for sharing the impactful story.

b. FY24 MCWDB Committee Membership/Appointments Update

Chair Hill shared the following appointments to the FY24 MCWDB Committee Membership Roster.

i. Employer Connection Committee Appointments

- John Soto, Department's Division of Employment and Rehabilitation Services, Arizona Department of Economic Security (MCWDB Board Member)

c. MCWDB Committee Updates

i. Executive Committee

Chair Hill shared a brief review of the January 18th Executive Committee meeting.

- Provided review of the following Reports:
 - Fiscal Report
 - MOU/IFA 6-Month Renewal
 - OSO Performance Update
 - 2025-2027 Local Plan Process and Timeline
 - Workforce Development Board Dashboard

ii. Youth Committee

Youth Committee Chair Joe Veres shared a brief review of the January 4th Youth Committee meeting.

- Discussion on innovative ideas on how to share apprenticeship, CTE, and other career opportunities and pathways with our youth.
- Arizona is the first to launch the nation's registered apprenticeship for semi-conductor and advanced manufacturing with TSMC.

iii. Employer Connection Committee

Employer Connection Committee Chair Konrad Robichaud shared a brief review of the December 7th Employer Connection Committee meeting.

- Approval of FY24 Employer Connection Committee Goals.
- Pipeline Arizona presentation (Career Development Program)
- Committed to hosting a local workforce program presentation at each meeting.

iv. Regional Workforce Initiatives Committee

Regional Workforce Initiatives Committee Chair Bonnie Schirato shared a brief review of the February 1st Regional Workforce Initiatives Committee meeting.

- Approval of FY24 Regional Workforce Initiatives Committee Goals.
- Greater Phoenix Chamber: Regional Collaborative Highlights Presentation
- 2024 Central Arizona Regional Workforce Forum Planning

Call to the Public.

Chair Hill made a call for public comment. The following person and comments were shared.

Speaker

Nicole Kelsheimer

Arizona Department of Education

Comments

Rio Salado College published an article in the Phoenix Business Journal profiling their program and their successes, while explaining the adult education services available to students. She wanted to be sure to share their commitment to serving the community and remind everyone of the services available.

Adjourn.

Chair Hill adjourned the MCWDB meeting at 2:20 p.m.

**For additional information, contact MCWDB staff at: MCWDB@maricopa.gov*

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