

Maricopa County Workforce Development Board Strategic Plan: Progress Report

January 2023

Partnerships

Goal 1

Optimize the culture of collaboration among the core partners and providers.

Strategy 1.A: Deploy a unified platform for partnership and referrals and ensure universal adoption of the chosen platform

January 2023

We are investigating the best options for implementing a universal platform for tracking Title partner referrals and collaboration. Currently, Maricopa County Human Services Division (HSD)/Workforce Development Division (WDD) implemented the Dynamics platform a year or so ago. The UniteUS platform is utilized by all other AZ workforce areas. At this time, these platforms do not interface, but our plan is to continue working with our IT staff and our new One-Stop Operator (OSO), Equus, to develop ways that these platforms might interface.

Goal 2

Expand the role of the Maricopa County Workforce Development Board in regional economic development efforts.

Strategy 2.A: Actively engage in partnerships with local and regional economic development organizations.

January 2023

We have seen limited progress in this area so far in 2023. These efforts will move forward when we begin engaging economic development partners in early spring 2023. Economic development is one of the three focus areas of the Annual Central Arizona Regional Workforce Summit in the summer of 2023. Economic development professionals will integrate with education and workforce development specialists in this collaborative event.

Goal 3

Expand the role of the Maricopa County Workforce Development Board in the local education ecosystem.

Strategy 3.A: Actively engage with K-12 school districts in bridging the career readiness gap between K-12 and post-secondary education institutions.

Strategy 3.B: Convene employers and educational providers.

Strategy 3.C: Construct a career literacy initiative that will support the educational system in introducing students to the local labor market's high-value career pathways.

January 2023

Beginning in the fiscal year 2023, the MCWDB modified its bylaws to allow for the expansion of the MCWDB committees. This change set the stage for the inclusion of representatives from K-12, CTED's, and post-secondary entities. The Youth Committee added representatives from WestMEC, ElevateEdAZ, Grand Canyon University, and the Maricopa County Community College District. Current and ongoing recruitment is underway for representation from the K-12 community.

As a part of the Annual Central Arizona Regional Workforce Summit, we plan to include education as one of the three focus areas. Our hope is to convene employers and educational providers as we address collaborative workforce solutions.

Goal 4

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

Strategy 4.A: Explore best practices for regional collaboration.

Strategy 4.B: Investigate the potential to establish a regional entity to support the pursuit of grants and other opportunities

Strategy 4.C: Establish quarterly meetings to collaborate with other local workforce areas in addressing regional solutions to workforce development issues.

January 2023

Our focus on a regional approach to workforce issues has gone from monthly discussions to the point where we are establishing the 1st Annual Central Arizona Workforce Summit. This collaboration involves three major workforce areas: Maricopa County, the City of Phoenix, and Pinal County. Additionally, we have convened the first collaborative meeting involving the Board Chair's from the three workforce areas along with the Executive Directors from these areas.

Impact

Goal 5

Increase participation of individual job seekers and businesses served across all Maricopa County Workforce Development Board title partner programs¹

Strategy 5.A: Develop and implement marketing and outreach strategies to drive participation and public awareness of the title partner programs in the ARIZONA@WORK system.

Strategy 5.B: Build and leverage relationships with community-based organizations and local businesses to encourage partnerships with the title partner programs in the ARIZONA@WORK system.

Strategy 5.C: Annually review, identify, and prioritize the in-demand industry sectors in Maricopa County.

Strategy 5.D: Assess in-demand industry needs and education programs to identify gaps.

Strategy 5.E: Convene in-demand sector stakeholders to develop career pathways to alleviate labor market shortages.

January 2023

Our staff works closely with many community partners in developing new initiatives and marketing strategies to drive participation in title partner programs in the ARIZONA@WORK system. With the recent onboarding of a new OSO, we anticipate a significant increase in awareness of Titles II, III, and IV. Much work is needed to include increased participation and awareness of these specific partner programs. The scope of work and involvement of all title partners is included in the OSO contract and will be monitored regularly to ensure title partner inclusion.

The current Maricopa County In-demand industries are being analyzed and reviewed for potential recommended modification by the Employer Connection Committee to the Executive Committee and MCWDB Full Board for consideration. The most recent review was conducted in 2018. A new MCWDB-approved selection of in-demand industries will be the goal for spring 2023.

Goal 6

Maximize the scope of services available to individuals served by our title partner programs.

Strategy 6.A: Evaluate community resources to increase services and assets available to ARIZONA@WORK participants.

Strategy 6.B: Increase the number of providers on the Eligible Training Provider List (ETPL)

January 2023

MCWDB staff works closely with WDD to monitor and evaluate the scope of services available to individuals served by ARIZONA@WORK. The services and assets will be reported at the MCWDB Full Board meetings on a regular basis.

Providers listed on the approved Eligible Training Provider List (ETPL) are evaluated on a regular basis. Our goal is to transfer monitoring of the ETPL to the MCWDB staff instead of the service provider side (WDD). This will be accomplished as we fill open staff positions on the MCWDB staff in spring 2023. This transfer of oversight will bring the ETPL procedure more in line with WIOA guidelines and will facilitate routine reporting and evaluation of the ETPL.

¹ Title Partners include Workforce Development Activities (Title I), Adult Education and Literacy (Title II), and Wagner-Peyser Act (Title III), Rehabilitation Act of 1973 (Title IV).

Goal 7

Position the Maricopa County Workforce Development Board as a forward-thinking strategic leader.

Strategy 7.A: Research global best practices in workforce development.

Strategy 7.B: Create best practices for engaging the public on the topic of Maricopa County workforce trends

January 2023

MCWDB staff has established and maintained a presence on social media platforms including Instagram and LinkedIn. Routine and regular communication of activities and special events will continue to expand with the use of additional social media platforms.

MCWDB staff attends many local and regional conferences and seminars to remain engaged with national, state, and local partners. In March 2023, four staff members and seven MCWDB members plan to attend the National Association of Workforce Boards (NAWB) Forum in Washington D.C. This will provide many opportunities for innovative research and discussion from workforce boards across the nation. MCWDB staff will present a follow-up report to the MCWDB Full Board soon after attending the NAWB Forum.

Goal 8

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

Strategy 8.A: Document and evaluate past strategies and initiatives

Strategy 8.B: Identify and compile successful practices from core partners and providers

January 2023

A compilation of best practices from core partners will be disseminated later in the fiscal year. Many of these will be the result of a closer relationship with our OSO and a regular examination of the quality of services provided.