

**PHOENIX BUSINESS AND WORKFORCE DEVELOPMENT BOARD
ALIGN INVESTMENT STEERING COMMITTEE
Meeting Minutes**

**May 22, 2025
2:00 p.m.**

Members Present:

Kaaren-Lyn Graves
Samantha Hansen
Micha Harris

Brandon Ramsey
Alison Rapping
Raghu Santanam

Public Attendees:

LaSetta Hogans
Deb Furlong
Laura Whitehead
Jovanna Parkhouse
Hayden Maynard
Justin West
Jordan Dodewood
Victoria Aceveda
Tim Tucker
Linda Scott
Tyson Knudsen
Gina Harper

Sandra Enriquez
Dee Pinkson
Amy Schofield
Carol Gardner
Erica Bennett
Thomas E. Flynn
Angie Parra
Demitria Robles
Christina A. Lira
Ariadna N. Valentin
Rebecca Tierney
Mari Hicks

Action items taken are noted in **bold** print.

1. Call to Order / Roll Call:

The Phoenix Business and Workforce Development Board (Board) Align Investment Steering Committee (AISC) Chair Brandon Ramsey called May 22, 2025, meeting to order at 2:05 p.m. Roll call was completed and there was a quorum of six members.

2. March 27, 2025, Align Investment Steering Committee Meeting Minutes:

A motion to approve March 27, 2025, Meeting Minutes was made by AISC Member Samantha Hansen and seconded by AISC Member Kaaren-Lyn Graves.

Approved: Brandon Ramsey, Micha Harris, Alison Rapping, and Raghu Santanam.

Opposed: None

Abstained: None

Motion passed.

3. Reemployment Services and Eligibility Assessment (RESEA) Grants:

Arizona Department of Economic Security (DES) WF TCP and RESEA Program Manager, Jordan Dodeward shared a presentation titled Aligning RESEA with WIOA Title III: “A Workforce System Overview”.

What is the purpose of WIOA Title III

- Workforce Innovation and Opportunity ACT (WIOA) Title III governs Wagner-Peyser Act, specifically focusing on Employment Services (ES)
 - Provides Job search assistance, career counseling, and Labor Market Information
 - Administered through American Job Centers (AJCs)
 - Serves all job seekers-especially those receiving Unemployment Insurance (UI) benefits

What is the purpose of WIOA Title III

<u>Purposes</u>	<u>Core Services</u>
<ul style="list-style-type: none">• Reduce UI duration through improved employment outcomes.• Strengthen UI program integrity.• Promote alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA); and• Establish RESEA as an entry point to other workforce system partners.	<ul style="list-style-type: none">• Career guidance and assessments• Job Search Assistance• Creating of an Individual Employment Plan (IEP)• Referrals to training and workforce programs• Assesses a claimant’s eligibility for continued employment benefits

Career guidance assessments which includes:

- Identifying skills
- Interests
- Career goals
- Providing assistance and guidance on finding suitable job placement for our claimants

Job Search Assistance includes:

- Navigating Arizona Job Connection
 - job search assistance
- Provides resources and tools for effective job searching
 - resume writing
 - interview skills
 - training

Creating of an Individual Employment Plan (IEP):

- Outlines the individual's goals and the steps they need to take to achieve those goals.

Referral program:

- Referring to Title III partners within our American job centers
- Assess the cleanest eligibility for continued employment benefit.

DES RESEA Program Supervisor Victoria Aceveda shared a RESEA data overview for the City of Phoenix for Program Year 2024.

2024 RESEA Scheduled appointments

Orientations - 27,044 total

- 7,245 were City of Phoenix Orientations

Completed – 20,659 total

- 4,947 were City of Phoenix

Employment Placement – 10,873

- 2,580 were City of Phoenix

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2024 RESEA Referral process WIOA Title I-B

(Assessment of claimant needs during initial orientation)

- Make a connection with UI claimant
- Offer referral
- Make referral to WIOA programs funded workforce services by connecting with Local Workforce Staff
 - Employment Connection Staff assesses claimant needs during initial orientation
 - If claimant is suitable, claimant is referred to a local workforce staff
 - case management
 - follow-ups
 - service delivery
- Impact of integrating RESEA with WIOA Title I-B increased
 - Access to education and credential pathways
 - Expanded career opportunities beyond immediate reemployment
 - Stronger workforce outcomes through early intervention and holistic support
 - 678 Title I-B referrals made to City of Phoenix Clients
 - 5341 Title I-B referrals made to the State of AZ claimants

- Title I-B Services available through American Job Centers
 - Adult Program
 - general workforce entrants
 - Dislocated Worker Program
 - for those affected by layoffs
 - Youth Program
 - for individuals needing early career support
 - Supportive Services (WIOA)
 - training
 - job search assistance
 - daycare
 - transportation

Jordan Dodeward discussed some of the current challenges and opportunities for improvements. Claimants need education related to utilizing the services available to them.

Challenges & Opportunity for improvement

<u>Common obstacles:</u>	<u>Solutions:</u>
<ul style="list-style-type: none"> • Limited awareness of available WIOA-funded resources. • Lack of connection with Local Workforce Development Areas • Low enrollment rates after referral from RESEA 	<ul style="list-style-type: none"> • Stronger outreach strategies • Enhanced data-sharing for better tracking of claimant progress • More training for a better understanding to provide quality referrals

Low enrollment rates after referral from RESEA:

- 6,500 claimants referred
 - 1,100 agreed and was referred to Title I-B
 - Referral rate is about 17% - lower than expected

Jordan addressed the importance on how each partner can collaborate and work together for the RESEA referral program to become more successful. Also, by each provider understanding RESEA and having RESEA staff understand what title partners and local workforce development areas do and what their specific processes are, how to have smooth handoffs, and how each program tracks data. Jordan shared RESEA accelerates reemployment through targeted workforce services, really being that entry point into our workforce system.

City of Phoenix Community and Economic Development (CEDD) Workforce Development Supervisor Rebecca Tierney spoke about challenges and opportunities that exist in the current referral platform, that impedes staff from being able to refer clients smoothly to receive RESEA services.

4. Title I-B Performance Updates – Quarter 3:

City of Phoenix Community and Economic Development (CEDD) Workforce Development Supervisor Rebecca Tierney shared information on the Title I-B performance metrics for Q1 through Q3. Overall participants served for PY24 to date is as follows:

- Adult
 - New Enrollments 166
 - Carryovers 308
 - Total enrollments 474
- Dislocated Worker
 - New Enrollments 11
 - Carryovers 28
 - Total enrollments 39
- Youth
 - New Enrollments 250
 - Carryovers 292
 - Total enrollments 542

A carryover is a participant from the previous year in this case, July 1, 2023 – July 30, 2024. Participants would be rolled over to the current program year. They are a participant is still receiving services whether they are working on a credential or a youth working on a WEX program. She also explained new enrollments are participants who enrolled July 1, 2024, or after.

City of Phoenix Human Services Department (HSD) Deputy Director Jovanna Parkhouse explained the negotiated performance measures, targets, and results of the Title IB Adult Program through Q3 of PY24. The Adult Program has met all goals except for Q4 employment rate. Jovanna shared that her staff needs to verify at least 14 additional adult participants employment and wages whose information has not been captured.

Jovanna shared that the Dislocated Worker Program exceeded all performance metrics except for credential attainment. Currently the credential attainment rate is about 13% below their target, which translates into needing positive credential outcomes for the five individuals. Credential attainment is a challenge in the Dislocated Worker Program because many individuals fail to take the tests to obtain national certification, despite finishing their training, after securing employment. Jovanna shared some highlights for PY24 Q3:

- Community Outreach & Engagement
 - 900 connections
 - 19 events supported
- North Office Remodel Service Continuity
 - 357 community members outreached to during remodel
- Partnership & Referral Success

- Collaborated with 9 community programs
- 160 participants referrals
- Grant Submission: (Gila River Indian Community Grant)
- Digital Skills for Workplace Readiness, including a Borrow-to-own laptop program
- Connected Careers
 - Training and support service for Broadband-Related Careers
- Unconditional Participant Success Story (Lauren L)
 - Received credential in April 2025 after program exit

Neighborhood Ministries Phoenix Site Supervisor Amy Schofield shared Neighborhood Ministries outcomes:

PY2024 Performance

Measure	Negotiated Target	Actual Measure
Q2 Employment	72.0%	71.72%
Q4 Employment	72.0%	76.92%
Median Earnings	\$6,000.00	\$7,109.62
Credential Attainment	56.0%	63.89%
Measurable Skills Gains	62.0%	53.66%

Amy shared the reason they did not meet two areas for Q2 was due to staff not recording employment for one of their youth participants and measurable skills gains are collected near the end of the program year.

Chicanos Por La Causa (CPLC) Director, Workforce Solutions, Dee Pinkston, shared CPLC outcomes:

PY2024 Performance

Measure	Negotiated Target	Actual Measure
Q2 Employment	72.0%	80.4%
Q4 Employment	72.0%	77.3%
Median Earnings	\$6,000.00	\$7,359.66
Credential Attainment	56.0%	68.0%
Measurable Skills Gains	62.0%	41.89%

Dee shared that CPLC had not met Measurable Skills Gains this quarter and are working hard to make sure they get over the 62% by the end of the program year.

Jewish Family & Children's Services (JFCS) Program Director, Gina Harper, shared JFCS outcomes:

PY2024 Performance

Measure	Negotiated Target	Actual Measure
Q2 Employment	72.0%	74.0%
Q4 Employment	72.0%	70.2%
Median Earnings	\$6,000.00	\$3,782.62
Credential Attainment	56.0%	36.6%
Measurable Skills Gains	62.0%	56.0%

Gina shared JFCS has challenges in meeting performance measures because they serve foster care youth. Many of the program participants face barriers like trauma, behavioral health, lack of stability due to not having family support, or minimal schooling, and transportation issues. Many of participants enroll in the program to get their GED but often their youth will begin the GED but drop-out of the program.

YMCA Associate Executive Director, Erica Bennett presented YMCA outcomes:
PY2024 Performance

Measure	Negotiated Target	Actual Measure
Q2 Employment	72.0%	74.24%
Q4 Employment	72.0%	75.32%
Median Earnings	\$6,000.00	\$5,970.74
Credential Attainment	56.0%	66.67%
Measurable Skills Gains	62.0%	14.81%

Erica shared the YMCA did not meet Median Earnings and Measurable Skills Gains (MSG) this quarter. She mentioned that the program had at least 30 graduates from High School that is located on site. They will show an improvement in MSG upon receiving grades and transcripts.

City of Phoenix Community and Economic Development (CED) Business System Analyst Justin West presented PY24 - Youth Performance for Q3:

PY2024 Performance

Measure	Negotiated Target	Actual Measure
Q2 Employment	72.0%	75.46%
Q4 Employment	72.0%	75.35%
Median Earnings	\$6,000.00	\$6730.56
Credential Attainment	56.0%	64.40%
Measurable Skills Gains	62.0%	37.40%

Justin explained the MSG performance metric was not met because it is a lagging indicator because it is real time indicator. The fact that it is measured at 37%, it's nothing to be concerned about because all the providers put in their numbers, as the program year wraps up, the numbers will increase substantially.

5. Future Agenda Items:

- Small Business engagement
 - Programming within the Title I-B

6. Call to the Public:

None

7. Adjournment:

AISC Chair Brandon Ramsey adjourned the meeting at 2:58 p.m.