



**WORKFORCE ARIZONA COUNCIL – PERFORMANCE EXCELLENCE  
COMMITTEE AGENDA**  
*Revised*

Thursday, February 8, 2018

**3 – 5 pm**

100 N. 15<sup>th</sup> Avenue, Phoenix, AZ 85007, Suite 103

Via Conference Call

1-877-820-7831 Access Code: 103468

**Members**

Thomas Winkel, Chair – Arizona Coalition for Military Families

David Martin – Arizona Association of General Contractors

Naomi Cramer – Banner Health

Dennis Anthony – Arizona Apprenticeship Advisory Committee

- 1. Call to Order**
- 2. Welcome**
- 3. Call to the Public**
- 4. Approval of Minutes**
- 5. Continued discussion on Local Board Certifications and Workforce Arizona Council Governance Policy.**  
Thomas Winkel, Workforce Arizona Council member
- 6. Presentation and Discussion of Title I Monitoring Plan Overview**  
Gretchen Caraway, DERS Policy Administrator, Arizona Department of Economic Security, Division of Employment and Rehabilitation Services(DERS)
- 7. Update on Statewide Professional Development Training**  
Lynn Larson, Arizona Department of Economic Security, Division of Employment and Rehabilitation Services(DERS)
- 8. Update on Business Service Representatives Training**  
Monica Magoon, Workforce Program Manager, Office of Economic Opportunity
- 9. Discussion of Part I and Part II of Center Certifications and approval of Part I**  
Gretchen Caraway, DERS Policy Administrator, Arizona Department of Economic Security, Division of Employment and Rehabilitation Services(DERS)
  - a. Vote for Final Approval of Center Certifications – Part I**

## **10. Discussion and Adoption of 2018 Committee Charter**

### **a. Vote to adopt 2018 Charter**

## **11. Committee Next Steps**

## **12. Adjournment**

*Pursuant to A.R.S. § 38-431.02, notice is hereby given to members of the WAC Performance Excellence Committee and to the general public that the Committee will hold a meeting, open to the public, on **Tuesday, February 6, 2018 at 2:00 p.m.** in the Office of Economic Opportunity 100 N. 15<sup>th</sup> Ave, Suite 103. For more information, please call (602) 364-0430.*

***Attention visitors (including agency personnel and members of the public):** The Arizona Department of Administration has implemented building security measures at 100 N. 15th Avenue. All visitors who do not have a badge granting access to the building must go to the Badging Office on the first floor to be admitted as a guest. Due to the security measures, agency personnel who routinely submit documents or who wish to attend seminars should either verify that their badges grant access to the building or schedule visits in advance with the Office of Economic Opportunity. Please call (602) 364-0430 with any questions or concerns regarding admittance to the building.*

*Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by calling (602) 364-0430. Requests should be made as early as possible to allow time to arrange the accommodation.*

*A copy of the material provided to Workgroup members (with the exception of material relating to possible executive sessions) is available for public inspection at the Office of Economic Opportunity, located at 100 N. 15th Avenue, Suite 103, Phoenix, AZ.*

*Under A.R.S. § 38-431.03(A)(3), the Task Force may vote to go into executive session, which will not be open to the public, for the purpose of obtaining legal advice on any item on the agenda.*

*At its discretion, the Workgroup may consider and act upon any agenda item out of order. Members of the Task Force may appear by telephone.*



**WORKFORCE ARIZONA COUNCIL – PERFORMANCE EXCELLENCE  
COMMITTEE MINUTES DRAFT**

Thursday, February 8, 2018  
3 – 5 pm  
100 N. 15<sup>th</sup> Avenue, Phoenix, AZ 85007, Suite 103  
Via Conference Call  
1-877-820-7831 Access Code: 103468

**Members Present**

David Martin – Arizona Association of General Contractors  
Dennis Anthony – Arizona Apprenticeship Advisory Committee

**Members Present via Phone**

Naomi Cramer – Banner Health

**1. Call to Order**

Interim Chair David Martin called the committee to order at 3:01 P.M.

**2. Welcome**

- Mr. Martin invited Paul Shannon, Director of the Office of Economic Opportunity to address the committee.
  - o Mr. Shannon announced that his last day as Director of the Office of Economic Opportunity would be Friday, February 16<sup>th</sup>, 2018.
  - o Mr. Shannon was thanked by the committee for his service.

**3. Call to the Public**

There were no public comments received.

**4. Approval of Minutes**

Dennis Anthony moved to approve the November 14, 2017 meeting minutes. Naomi Cramer seconded. Motion passed.

**5. Continued discussion on Local Board Certifications and Workforce Arizona Council Governance Policy.**

Workforce Arizona Council Manager, Ashley Wilhelm, discussed the Council directive to have Thomas Winkel, then Chair of the Performance Excellence Committee, Paul Shannon, Director of the Office of Economic Opportunity, and Michael Traylor, Director of the Department of Economic Security meet to discuss the certification of local boards.

Ms. Wilhelm explained that the outcome of their meeting was the identification of areas in which staff could assist the board.

- Incorporation of regulations regarding firewalls into the current Council policies
- Address issues of conflict of interest through Council policy

#### **6. Presentation and Discussion of Title I Monitoring Plan Overview**

Gretchen Caraway, Policy Administrator, DERS, spoke briefly about the different types of monitoring that DES does with local areas. Ms. Caraway mentioned that DES is continually evolving the methods used in monitoring as part of a “learning opportunity”.

- David Martin asked if all monitoring is done on-site.
  - Ms. Caraway responded that some monitoring can be done through desk review.
  - Ms. Caraway also mentioned that the timeline for monitoring will be streamlined to maximize DES’s efficiency and time

#### **7. Update on Statewide Professional Development Training**

Lynn Larson, Deputy Assistant Director for the Department of Economic Security, DERS division, provided a brief updated on the statewide professional development training.

- Ms. Larson indicated that there are currently 3 in-person training and 2 computer-based training modules available.
- Ms. Larson stated that DES is seeking feedback on the training courses. She then shared the three primary areas of feedback that they have already received.
  - Enhance the information presented on how system partners can work together.
  - Do not focus on title programs, but rather on the services offered by the programs
  - Integrate the employer as the customer
- Ms. Larson continued by explaining that the workgroup that is responsible for the implementation of the modules will be incorporating the feedback received.

#### **8. Update on Business Service Representatives Training**

Monica Magoon, Program Manager with the Office of Economic Opportunity provided a brief outline of the Business Service Representative training program.

- Ms. Magoon stated the leadership team has set new goals for the training.
- Ms. Magoon continued by stating that the team is currently re-exploring a project charter and the development of a project plan to facilitate their activities.
  - Maricopa County has volunteered to develop these items.
- Ms. Magoon stated that the team will continue to reassess their progress continuously and make changes as needed.
- David Martin asked if the goals outlined by the team are measurable.
  - Monica indicated that the team would have to address how to measure their goals.

## 9. Discussion of Part I and Part II of Center Certifications and approval of Part I

Gretchen Caraway, Policy Administrator, DERS thanked everyone for their participation in conducting the One-Stop center certification.

- Ms. Caraway indicated that four of the local areas (Nineteen Tribal Nations, Santa Cruz, Southeastern AZ, and Yavapai) had their certification process completed by the State as their local board serves as the one-stop operator.
- Ms. Caraway stated that DES will work with the local areas to navigate the monitoring and reporting process using a spreadsheet tool developed by DES.
- Ms. Caraway stated that all local areas did well in the monitoring process. She indicated that there were two types of certifications that the committee could vote – final or conditional.
- Ms. Caraway, recommended that the committee provisionally approve all 12 areas.

Naomi Cramer indicated that the Nineteen Tribal Nations local area has been an issue in the past and asked what DES is doing to preemptively prepare.

- Ms. Caraway stated that DES agrees that a proactive approach is best and that they offer assistance prior to the due dates, but NTN's unique situation is difficult to navigate. Ms. Caraway indicated that NTN is making efforts to improve the timing in the completion of the requirements.

David Martin indicated that Maricopa County shows as 100% compliant on the audit summary and asked why they would be receiving a provisional approval.

- Ms. Caraway stated that the 100% marking was in error and Maricopa County had missing requirements which can be found in the monitoring paperwork.

David Martin asked about the role the committee and Council play in the monitoring process, specifically in the follow-up action plan phase.

- Ms. Caraway stated that the Council had already approved and adopted a policy that outlines the process (WAC Policy 06).
- She stated that the Local Workforce Development Boards are responsible for the development of an action plan, but DES and the Council will be responsible for the approval of their plans. She stated that DES will provide a template to each area to ensure uniformity.

David Martin asked if DES/LWDBs need any direction from the committee or the Council.

- Ms. Caraway stated that the committee/Council can receive updates as the improvements are made by the local areas – and that the committee and Council can provide feedback.

Dennis Anthony asked about the way that the characteristics of the audit were measured (such as knowledge of the local economy...).

- Ms. Caraway stated that the language in the audit tool was provided by DOL and that each had their own way of being measured. She provided an example of local knowledge of the economy as being a working knowledge of the companies/industries in an area and their economic/workforce needs.
- Karen Kurtz spoke from the public section that the Council's policy provided an outline of the audit characteristics.
- Ashley Wilhelm indicated that part of the continuous improvement tool (part 2) had the characteristics included with specific descriptions for each.

- Ms. Caraway indicated that DES will continuously track the improvements made by the local areas

**a. Vote for Provisional Approval of Center Certifications – Part I**

- Dennis Anthony moved to recommend Provisional Approval of Center Certifications and was seconded by Naomi Cramer.
- The motion carried.

**10. Discussion and Adoption of 2018 Committee Charter**

Ashley Wilhelm, Council Manager, stated that the charter was developed in conjunction with the committee's previous chair, Thomas Winkel, and was created based on the previous charter and the State Plan with updated goals.

- Ms. Wilhelm spoke briefly about what is included in the charter and stated that the committee could adopt at this meeting and change in the future or postpone approval.
- David Martin indicated that the committee can meet to learn more about the workforce system and their role in the system and can decide if changes need to be made to the document after that discussion. Mr. Martin asked Ms. Wilhelm to coordinate such a meeting.
  - o Ms. Cramer was supportive of this idea and expressed her support for the charter to be approved as a draft document.

**a. Vote to adopt 2018 Charter**

- Dennis Anthony moved to adopt the 2018 Committee Charter and Naomi Cramer seconded.
- The motion carried.

**11. Committee Next Steps**

The next Committee meeting will be a learning session for the new members to understand what the role of the Committee is as well as better understand the roles within the system.

**12. Adjournment**

- Dennis Anthony moved to adjourn the meeting. Naomi Cramer seconded.
- The meeting was adjourned at 4:01 P.M.