

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

Friday, April 20, 2018
1 – 3 pm
100 N. 15th Avenue, Phoenix, AZ 85007, Suite 103
Via Conference Call
1-240-454-0879 Access Code: 280-993-715

Members

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. Approval of Local Board Certifications

Gretchen Caraway, Program Administrator, Policy, Arizona Department of Economic Security, Division of Employment and Rehabilitation Services (DERS)

a. Vote for Final Approval of Local Board Certifications

6. Council Overview

Ashley Wilhelm, Manager, Workforce Arizona Council, Office of Economic Opportunity

a. Committee Overview

7. History of Performance Excellence Committee Activities

Ashley Wilhelm, Manager, Workforce Arizona Council, Office of Economic Opportunity

a. Policies

8. Core and Program Partners

a. Title I-b

Patricia Wallace, Executive Director, Maricopa County Workforce Board

b. Title II

c. Title III

d. Title IV

Kristen Mackey, Program Administrator, Rehabilitation Service Administration, Arizona Department of Economic Security, Division of Employment and Rehabilitation Services (DERS)

e. Office of Economic Opportunity

Ashley Wilhelm, Manager, Workforce Arizona Council, Office of Economic Opportunity

f. Division of Employment and Rehabilitation Services(DERS) Policy Program

Gretchen Caraway, Program Administrator, Policy, Arizona Department of Economic Security, Division of Employment and Rehabilitation Services (DERS)

g. Division of Employment and Rehabilitation Services(DERS) Monitoring Program

Jacqueline Butera, DERS Audit Coordinator, Monitoring, Arizona Department of Economic Security, Division of Employment and Rehabilitation Services (DERS)

h. Business Services

9. Review and Amend 2018 Committee Charter

a. Vote to adopt 2018 Charter as amended

10. Committee Next Steps

11. 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 **Friday, April 20, 2018 at 1:00 p.m.** in the Office of Economic Opportunity 100 N. 15th 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**

Friday, April 20, 2018
1 – 3 pm
100 N. 15th Avenue, Phoenix, AZ 85007, Suite 103
Via Conference Call
1-240-454-0879 Access Code: 280-993-715

Members

David Martin – Arizona Chapter of Association of General Contractors
Naomi Cramer – Banner Health
Dennis Anthony – Arizona Apprenticeship Advisory Committee

1. Call to Order

The Performance Excellence Committee was called to order at 1:01 P.M.

2. Welcome

Chair David Martin welcomed everyone in the room to join the Committee at the Conference table. He framed the meeting as an informal discussion with those present to learn more about the role of the Performance Excellence Committee.

3. Call to the Public

There were no comments made by the public.

4. Approval of Minutes

Naomi Cramer moved to approve the minutes from the February 8, 2018 committee meeting. David Martin seconded, the minutes were approved.

5. Approval of Local Board Certifications

Gretchen Caraway from the Department of Economic Security, DERS provided a brief background on local board certification and reminded the PEC that the full Workforce Arizona Council had provided them the ability to vote on final approval for the local area boards not approved at the March 1 WAC meeting. Gretchen proposed final approval for Maricopa board, Pima Board, and Yavapai board, assuring the committee that appropriate measures had been taken to address deficiencies by each of those local areas. Gretchen did not propose final approval for the Nineteen Tribal Nations Local Area.

a. Vote for Final Approval of Local Board Certifications

Naomi moved to provide final approval for Maricopa County Board, Pima County Board, and the Yavapai County Board. Dennis Anthony seconded. Motion passed.

6. Council Overview

Council Manager Ashley Wilhelm provided a brief background on the Workforce Arizona Council, including an overview of the Federal law that mandates the existence of the board. Ashley provided an overview of the functions of the state board, including creation of a 4-year plan, creation of statewide policies, continuous improvement elements, accountability measures, identification and dissemination of best practices, strategies for technological improvements, allocation of funding from the Federal level, preparation of an annual report, and the development of an labor market information system.

a. Committee Overview

Ashley outlined the role of the Performance Excellence Committee as the policy-development arm of the Council, responsible for ensuring an effective system statewide.

7. History of Performance Excellence Committee Activities

a. Policies

Ashley provided a brief overview of the seven policies developed by the Performance Excellence committee. Policies were passed by a previous committee make-up and are, at any time, amenable by the current PEC/WAC. Chair David Martin welcomed anyone to bring to the committee through Ashley suggestions for improvements/amendments to WAC policies.

8. Core and Program Partners

a. Title I-b

Patricia Wallace, Executive Director of the Maricopa County Workforce Board provided an outline of the services provided under Title 1 of the Workforce Innovation and Opportunity Act. Patricia outlined that local boards are included under Title 1 and outlined the responsibilities of the local boards. She also spoke about the operational role of Title 1, including Adult, Dislocated Worker, and Youth programs.

b. Title II

There was no discussion regarding Adult Education/Title II, since there was no representative present at the meeting. Discussion regarding Title II is tabled until a future meeting.

c. Title III

Christian Espinoza from the Department of Economic Security explained Title III, which is known as Wagner-Peyser. Wagner-Peyser services include employment services, career services, and job search assistance. Christian explained that Title III operations commonly see individuals who are “job-ready”, as opposed to Title I operations, which include job training. Christian commented that Title III staff help input customers into the job system, called Arizona Job Connection.

d. Title IV

Kristen Mackey of the Department of Economic Security, Rehabilitative Services Administration provided an overview, including background information, of

rehabilitative services. Kristen mentioned that the workforce component of rehabilitation services is focused around Vocational Rehabilitation (VR). Kristen spoke briefly about the eligibility requirements and the populations that VR serves. Kristen also noted that VR works with employers to navigate how they can work with employees with disabilities.

e. Office of Economic Opportunity

Ashley provided a high-level overview of the Office of Economic Opportunity. Ashley mentioned that the office is comprised of different teams, including the Workforce team (by which the Workforce Arizona Council is staffed), the Data Analysis/Economic Analysis team, which provides data, and the Data Collection team.

f. Division of Employment and Rehabilitation Services(DERS) Policy Program

Gretchen Caraway of the Department of Economic Security explained the role of the DERS Policy team as a group that writes policy that guides work within DERS. Gretchen mentioned that all Titles of WIOA are administered through DERS, with the exception of Adult Education/Title II. Chair David Martin likened the Workforce Arizona Council as a facilitator of investments, while staff implements as agents of the Council. Gretchen mentioned that while OEO/DES implement the Council's vision, they are accountable to other parties as well. Gretchen provided an overview of her team's role as the development of the state plan, the development of MOU's and Infrastructure Funding Agreements (IFA), writing operational policy/guidance, providing technical assistance as needed to local areas, monitoring, and quality assurance. Gretchen also explained the Employer Engagement Administration at DES/DERS.

g. Division of Employment and Rehabilitation Services(DERS) Monitoring Program

Jacqueline Butera of DES/DERS provided a high-level overview of the programmatic audit/monitoring provided by DERS. She stated that most audits are desk-reviews, however, there are some on-site audits conducted by her team. Chair David asked if normal reporting to the PEC from the audit team is possible. She also mentioned that DES/DERS maintained a fiscal audit/monitoring team as well.

h. Business Services

9. Review and Amend 2018 Committee Charter

Chair Martin stated that there was no need to amend the Committee's charter at that time. He asked committee members to review the charter with the knowledge they learned that day.

a. Vote to adopt 2018 Charter as amended

No vote.

10. Committee Next Steps

Chair Martin asked committee members where they'd like to see the committee go. Comments included facilitating/highlighting what local areas/boards need to do to be granted final approval and reviewing audit results from the DERS audit team, in addition to receiving feedback on WAC policies.

11. Adjournment

Naomi moved to adjourn, seconded by Dennis. The Performance Excellence Committee was adjourned at 2:53 P.M.