

MINUTES OF PUBLIC MEETING OF THE MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD

Wednesday, April 17, 2019 – 9:30 a.m.
2323 W. 14th St., Tempe, AZ 85281
<https://bluejeans.com/546993469>
Phone: +1.888.240.2560 Conference ID: 546993469

Members Present: Angie Ferguson, Charisse Ward, Drew Thorpe, Gregg Ghelfi, Mark Wagner, Marla Lazere, Neal Dauphin, Reid Graser, Shawn Hutchinson, Tom Jenkins, Vanessa Andersen (Ph.)

Members Absent: David Drennon, Kelly Crawford, Mark Lashinske, Randy Kimmens, Sally Downey

Call to Order

Chairman, Kelsie McClendon, called the Maricopa County Workforce Development Board (MCWDB) meeting to order at 9:37 a.m. and requested roll call.

MCWDB Liaison, Nancy Avina took roll call, quorum was present.

Consent Agenda Approval

Chairman McClendon asked for a motion to approve items under the consent agenda. Neal Dauphin made a motion. Drew Thorpe seconded the motion. All present were in favor; motion carried.

Action: One Stop Operator Renewal

Chairman McClendon, informed on Executive Committee (EC) recommendation to renew the One Stop Operator (OSO) for 6 months, to continue to meet compliance requirements. The OSO presented a progress update to the EC and a 6 month roadmap.

A few board members offered comment. Greg Ghelfi commented on lack of clarity from a full board perspective on what the OSO does and it being a large contract. Marla Lazere offered comment on additional opportunities for the OSO in relation to operations within the sites under the current contract. Executive Director, Patricia Wallace commented on staff change. Chairman McClendon, also added the AMS incorporation to the OSOs work particularly with optimizing the referral process. Chairman McClendon, made the request to send the OSO report to the full board and informed the performance excellence workgroup will monitor OSO performance and updates/reports will be provided to the full board.

Chairman McClendon requested a motion to approve the renewal. Shawn Hutchinson made a motion. Tom Jenkins seconded the motion. All were in favor, the motion carried.

Action: In-Demand Occupations Selection

Quality workforce workgroup lead, Vanessa Andersen provided background information on the recommendation of 3-5 star in-demand occupations for approval. Management Analyst, Isabel Creasman shared additional information and provided response on process and the rationale for selection. Quality workforce attendees provided additional insight. Discussion was held.

Neal Dauphin made a motion to approve. Drew Thorpe seconded the motion. All were in favor, the motion carried.

BOS Liaison Report

BOS Liaison and Assistant County Manager, Lee Ann Bohn, provided an overview of the BOS (3 year) strategic plan and priorities, citizen's budget brief and press release of Chairman Gates' speech. 3 handouts were disseminated and are also available online.

Chairman Report and Activity

Chairman, McClendon provided an update on the sun set of the Technology solutions workgroup per the transfer of the initiative to the State Council. Changes in appointments to workgroup leadership were shared, Tom Jenkins will lead regionalism and Drew Thorpe will be leading performance excellence; Chairman McClendon will focus on the Executive Committee and mentoring the incoming Chair.

MCWDB Officer Election Process Review

Management Analyst, Isabel Creasman provided an overview of the MCWDB Officer Election process. Dr. Creasman reviewed officer roles and duties; interest acknowledgement form and questionnaire. Timelines were also reviewed. Brief clarification was provided on voting.

AMS Presentation

DES Re-employment Assistance Administrator and Board Member, Marla Lazere presented an overview of the Arizona Management System (AMS). Governor Ducey directed state agencies to implement AMS. AMS is based on lean principles, principles and components were reviewed. Visual management and board examples were shared. Ms. Lazere also reviewed AMS implementation in Maricopa County. Brief discussion was held on what AMS means to the board and how to move the effort forward. Need effort in integrating the system.

Discussion and questions included: information on competing continuous improvement models. Question on help desk and support available for AMS; Ms. Lazere informed every office has onsite coaches until full implementation, resources are always available. Observation was shared on same model with different name. Question was asked on process improvements already noted, Ms. Lazere provided an example. WDD Assistant Director, Tom Colombo, shared an additional example on implementation on the youth service side, AMS methodology has improved processes from 6weeks down to 2weeks. Chairman, McClendon shared interest on behalf of the board in partnering with AMS.

Business Service Presentation

WDD Assistant Director, Tom Colombo provide brief comment and introduced Business Service Representative, Kevin Dumcum to provide a Business Services presentation. Mr. Kevin Dumcum touched upon WIOA emphases, services provided (i.e. rapid response), activities of Business Services, special projects and partnerships. Mr. Dumcum made a call to action for board members to engage with Business Services on any hiring needs and to leverage respective associations and make introductions.

Discussion and questions included: ACRC and business acceptance. How can the board collaborate with business services? Mr. Dumcum informed reaching out to region representative. Processes and information sharing was discussed. A question was asked on performance metrics? Mr. Dumcum informed performance is measured through placements and hires as well as, new businesses. Additional details were shared on delivery of rapid response services to employers. Incumbent worker was also touched upon; there is no current funding in Maricopa County for incumbent worker. Data sources and surveys discussion.

Workforce Arizona Council Policies Feedback

Chairman McClendon, reminded board members to provide feedback via email to WDB staff to provide feedback to the council.

NAWB Debrief

NAWB Debrief tabled until next meeting.

Next Steps/Action Items

Upcoming Events

- Upcoming workgroup meeting dates shared.

Call to the Public

Chairman McClendon, called to the public for comment.

- WDD Assistant Director, Tom Colombo shared information on release of a DOL TEGE on state allocation 13.7 increase.

Adjournment

Chairman, McClendon adjourned the meeting at 11:14 a.m. Drew Thorpe made a motion to adjourn. Tom Jenkins seconded the motion.

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