



NOTICE OF PUBLIC MEETING

Pursuant to A.R.S. Section 38-431.02, notice is hereby given:

Youth Council Meeting
of
Maricopa Workforce Connections

Thursday, September 16, 2010, at 8:30 a.m.
Maricopa County Human Services
234 N. Central Avenue
Phoenix, Arizona 85004

To attend via conference call, please dial 1-877-492-4020
Access Code: 6024743612
This Meeting is open to the public.

AGENDA

1.	Call to Order	Tony Maldonado, Vice Chair
2.	Pledge of Allegiance	Tony Maldonado, Vice Chair
3.	Roll Call	Kristen Merser, Admin. Operations Specialist
4.	Approval of minutes—<i>Action Item</i> ▪ July 15, 2010	
5.	MWC Youth Center Report – <i>For Information Only</i>	Trina Jenkins, Special Programs Supervisor
6.	SYEP Update—<i>For Information Only</i>	William O’Brien, QA Supervisor
7.	Recommended Changes to the MWC Youth Service Model—<i>Action Item</i>	Patrick Burkhart, Assistant Director
8.	Call to the public	Tony Maldonado, Vice Chair
9.	Adjournment	

Next Meeting scheduled for November 18, 2010

A sign language interpreter, alternative format materials, or infrared assistive listening devices will be made available within 72 hours notice. Additional reasonable accommodations will be made available to the extent possible within the time frame of the request.

“Equal Opportunity Employer/Program”

“Auxiliary aids and services are available upon request to individuals with disabilities. One or more board members may participate via teleconference. Agenda items may be taken out of order.

**MARICOPA WORKFORCE CONNECTIONS
YOUTH COUNCIL
Maricopa County Human Services Department
234 North Central, Suite 3201, Phoenix, AZ 85004
Arizona Conference Room
Minutes
July 15, 2010**

I. Call to Order

Tony Maldonado called the meeting to order at 8:35 a.m.

II. Pledge of Allegiance

III. Roll Call: Quorum

Present

Patrick Burkhart
Bob Neckes (Phone)
Randy Kimmens (Phone)
Sheryl McCutchen (8:38)
Ignacio Pesqueira
Tony Maldonado
Kaci McCutchen (8:38)

Staff

Kimberly Faust
Dawn Zimmer
Kristen Merser
Laurie Ontiveros
Bill O'Brien
Barbara Rorwick

Guests

Adam Soto
Michael Graser
Chanele Lamb
Michael MyRich
Dorothy Raines
Nicole Rodriguez
Fabiola Varela
Orlando Zapata
Felicia Valencia

Excused/Absent

Angelo Maisto
Che Collins

IV. Approval of Meeting Minutes – *Action Item*

Chair Maldonado requested that acronyms be spelled out on the minutes.

Patrick Burkhart made a motion to approve the minutes from May 10, 2010. Chair Maldonado seconded the motion. The motion carried.

V. SYEP Update – *For Information Only*

Kimberly Faust said that Summer Youth Contracts went into place on July 1st. There are a number of City of Phoenix Youth Residents enrolled, but they are having difficulty recruiting east valley youth. They are having some trouble getting everyone enrolled, but 400 of 450 are enrolled into work readiness class and given assignments. Placed youth is at 218 out of 250. The Q/A Team is visiting worksites: 50 this month (30 west side, 20 east side). The case manager reviews will be finishing next week to see how the relationship is working out between employer and youth placement. We have found one incident where we are unsure that one youth is participating in a meaningful work experience. We want to ensure that they're not sitting around and not getting a value out of it. We are trying to get kids to gain competencies of a safe work environment, the importance of being on time, and following basic work related expectations. The youth should learn the importance of prevention and maintenance. The main goal is soft skills, not technical skills. They're gaining transferrable skills and will learn what will be expected of them. We only have 6 weeks so we have this chance to gain transferrable skills or learning what they like and don't like. Our group is meeting after this meeting to discuss. We are 15 days into summer work experience this year.

Sharlet Barnett explained that five (of seven) members from the Call-A-Teen Leadership Group were at the meeting, and added that Call-A-Teen likes to let the youth do as much as possible because that's how to obtain transferrable skills. Orlando Zapata introduced his team from the Call-A-Teen youth group and

presented items from their *Leadership Team* handout.

Chair Maldonado asked why the team believes that the youth are in the position they're in. He added that his belief is that it is a result of experiencing years of failures after another. They need to have opportunities for real success. The PLOT (Producing Leaders of Tomorrow) program is experiencing success because they use baby steps in becoming successful.

Ignacio asked if the team asks the youth their mission/goal in life, specifically if they are looking for a career or just a job. He added a concern about what kind of questions are asked. Orlando responded saying that there were two types of questions asked: whether there is recycling in the youth's household, and what leadership means. Ignacio asked for copies of the questions said he would be interested in looking at the process. Orlando said they took the answers from the surveys and created data. Ignacio asked for the data and links to the social networking sites noted in the *Leadership Group* handout. Orlando said he would furnish those items.

Patrick congratulated the group on their effort and progress. He noted that he would like the group to look at the marketplace and see what leadership opportunities are available that may provide a track for individuals to engage in organizations. Patrick said that he is interested in the homeless shelter project and asked how long it had been up and running and what the group is doing for mothers and children. Orlando responded that the program has been running for five weeks so far. They contact the homeless shelter and ask what they are in need of like toiletries, etc. The group then compiles a list and puts it on the donation boxes. They collect the boxes once a week and deliver them to the shelters. Orlando said they will have a food drive Aug 27th at the domestic violence shelter. Dawn said that WDD would like to be a site for donations and to help promote the event. She asked Orlando to send information to add to the newsletter adding that she will get the media involved in the promotion.

Sharlet said that she wants the leadership team to take over once the summer is over so that they can continue to grow young people into a leadership capacity. Patrick said they would love to partner with them. Orlando wants a way to attract new youth. Dawn said that she would like to brainstorm with them. Chair Maldonado added that he would like to see ways that other agencies can partner as well. He asked what happens after people leave the homeless shelter.

Sharlet summed up the three different leadership groups: the (1) Leadership Team, the (2) Green Team working on green awareness, and the (3) Theatre Group which is working to bring awareness to youth on youth issues like peer pressure, how to deal with bullies, self-esteem issues, what to do about a friend who steals a boyfriend, etc. Patrick mentioned that it is impressive how much has been accomplished in a short time.

VI. Potential Changes to the MWC Youth Service Model – Discussion

Patrick noted that he would email the statistics handout, but would not be reviewing it in the meeting. He added that this discussion would pick up from where the last meeting left off. We asked ourselves some questions by a DOL (Department of Labor) letter suggestion about rethinking youth service programs to not be misguided by the common measures that the DOL requires us to be accountable to, but to think about quality, impact measures that really impacts us. It allows the council and providers to be more flexible, free, creative, and consider things that really add value. It was eye-opening and refreshing to read. That started an internal discussion about rethinking with our providers. We are near the front end in how we have restructured our contracts, but there is still room for improvement and innovative thinking. Last time we got together was basically a brainstorming session which is reflected in last meeting's minutes. Let's discuss a set of benchmarks that might amend the contract we have now. The goal is worthy enough to make any effort we need to.

Patrick refers to the list of the *Real Time Youth Benchmarks* handout. He requested that the team sits down to talk about the merits and what they actually mean regarding tweaking or restructuring our model.

There's an ethical, professional and moral obligation and interest on everyone's part to put together something that we all believe and have comfort in to turn around to the community and say that this is the difference we are making. That is the point of this exercise. Patrick refers to some benchmarks on the handout.

Patrick recommended that we get away from anything that "smells" like a process or input indicator. He encouraged the group to think along the lines that brings us to a change in status or meaningful result. He would like to discuss what works and what kind of information is really capture-able with our providers or even if we need to start over. Patrick asked Randy to think of things that might be added. Randy agreed that getting into too much process wouldn't be effective, and that looking at individual progress could be laborious, but worthwhile. We need to look at various partnerships to see if we can get that set up. Many of the agencies and colleges are going to the outcomes assessment style, but grants need to show the ability to do that. Bob Neckes said that he is all about soft skills, and believes we should have a statewide policy with job seeking skills and statewide education for sophomores and up. Patrick mentioned that Bob is an employer who represents that community. He suggested that we use some sort of soft skill competency measures. There should be a prerequisite before someone qualifies for a job before they can apply for a job. He brainstormed with Patrick about benchmarks including possibly building into programs passing an oral presentation or mock interview exercise which includes proper dress, communication, and showing up early. Chair Maldonado suggested calling it "employment communications".

We have something that is built into the WIA training that looks at soft skills, maybe we need to look closer. Patrick suggested creating a way to quantify that. Bob said he'll sit in on a sub group. He mentioned his experience attending a job fair with rude applicants and his concerns that those job seekers would treat the guests at his restaurants with the same level of rudeness. Patrick said that employers could come in and have an informal job fair and give job seekers the ability to practice how they present themselves. Bob said that something like that should be required to attend a job fair adding that it would bring in less attendees, but would increase the likelihood that the ones that show up will be hired. Patrick said it is part of our community reporting. Bob has a dozen openings and is ready to hire, but people talk themselves out of a job as soon as they open their mouth. Patrick thanked Bob for his input from the business side of this.

Chair Maldonado was concerned about a couple populations that we are not addressing. He added that we address disabled, but not the learning disabled. Also, the ELL (English Language Learners) population may not understand what is being asked. Patrick asked to allow us another pass at this and next time the council gets together, we'll work out the details on how this works with the contractual obligations of our providers, if we need amendments, or if we need to adjust revenue streams. He added that they will address concerns over the possibility of adding costs to the providers which they may oppose. We'll bring this back to the next youth council meeting. We'll get something up and running before the end of this meeting. He would consider this a status report.

Chair Maldonado asked for general consensus to come back to this at the next meeting- consensus was obtained. Patrick said we'll make the commitment to bring back a set of recommendations to the next meeting.

VII. Call to the public

Barbara thanked the youth leadership group for attending and said they did an awesome job.

It was noted that graduation would be held from 6-8 p.m. on Thursday, August 9th at Phoenix College, and that notices and invitation would be sent out.

It was also noted that we've developed a partnership with CVS.

VIII. Adjournment

Chair Maldonado adjourned the meeting at 9:27 a.m.