

**MARICOPA WORKFORCE CONNECTIONS  
YOUTH COUNCIL**  
**Maricopa County Human Services Department**  
**234 North Central, Suite 3201, Phoenix, AZ 85004**  
**Arizona Conference Room**  
Minutes  
**September 16, 2010**

**I. Call to Order**

Chair Tony Maldonado called the meeting to order at 8:32 a.m.

**II. Pledge of Allegiance**

**III. Roll Call: Quorum**

**Present**

Patrick Burkhart  
Kathryn "Che" Collins  
Tony Maldonado  
Kaci McCutchen (T)  
Sheryl McCutchen (T)  
Bob Neckes (T)  
Ignacio Pesqueira

**Absent**

Randy Kimmens  
Angelo Maisto

**Staff**

Barb Rorwick  
Bill O'Brien  
Dawn Zimmer  
Diana Shepherd  
Kristen Merser  
Laurie Ontiveros  
Todd Berndt  
Trina Jenkins

**Guests**

Adam Soto  
Brian Lopez  
Julie Sater  
Michael Graser  
Michael MyRick  
Sharlet Barnett

**IV. Approval of Meeting Minutes – *Action Item***

Patrick Burkhart made a motion to approve the minutes from July 15, 2010. Che Collins seconded the motion. The motion carried.

**V. MWC Youth Center Report – *For Information Only***

Trina Jenkins, Special Programs Supervisor

Trina presented the MWC Youth Center Report. The program has been consistent since July, but they are unable to do as much community or local school outreach due to lack of staff. Schools have been notified of this change, but an exception will be made in a unique situation. The Youth Center is experiencing a strong volume of youth looking for jobs and wanting resume help. Youth are coming in to get weekly Snag-A-Job posts from Call-A-Teen, but the majority of those jobs request that youth apply in person.

Tony asked what has been done to build youth soft skills and interview skills. Trina responded that there does not seem to be a lot of demand for that type of clientele lately as most youth come in for the Call-A-Teen job postings. Bob Neckes offered to give a presentation on soft skills to the youth and Tony added that many other business leaders would probably be interested as well. Patrick said that Access Point and Veteran activities have kept Trina and Todd very busy. Tony suggested looking into volunteer opportunities to provide this service.

**VI. SYEP Update – *For Information Only***

William O'Brien, QA Supervisor

There were projected to be 450 participants for summer, but just a week ago they projected only 361 will complete the program. This is lower than last year and may be due to having less opportunity available. Youth was placed in different work sites and there were new employers participated. Go Daddy and CVS pharmacies were involved and the levels of success through all companies varied. Kids wanted to work and Go Daddy was a good place. The program will complete on September 30<sup>th</sup> and Bill will have a full report at the next meeting on November 18<sup>th</sup>. The members discussed the types of jobs that Go Daddy offered which include technical, customer service, and call center. Tony suggested that Go Daddy may be interested in opening up a satellite office for kids with transportation issues. Bill said they will discuss

it, but the survey focuses on the quality of the experience for the employee.

Problems were detected early on when site visits were conducted so it was a real benefit. Bill said that soft skills are developed through experience and exposure so there is an advantage to the structured environment. Soft skills provided by an employer would be beneficial too. In the Coffelt project, 7 kids applied and 7 kids were hired, one of them full-time. Bill added that it was a real success and he will have the full report in November.

Patrick commented that this is the second year of the SYEP (Summer Youth Employment Program) using stimulus funds. All stimulus dollars will be spent by the end of the month, so they are being substituted with formula funds. About 900 kids have been served. Patrick would like to discuss the opportunity to do this next summer using budgeted money instead of ARRA funds. He questioned if it can be done again and to what scale.

## **VII. Recommended Changes to the MWC Youth Service Model—Action Item**

Patrick Burkhart, Assistant Director

Patrick discussed the benchmarks handout. MWC received a new guidance letter from the Department of Labor (DOL) in February which has been discussed with the Youth Council and with service providers. He stated that the options were to amend or re-bid the contracts which would be a lot of work. The groups have come up with a set of measures that benefits all parties without having to modify the contracts.

Barb Rorwick reviewed her handout of the performance from last year. They have completed all measures through fourth quarter last year. Providers have done well and fourth quarter performance did quite well. Las Artes timing is a little different, but they are counted in the fourth quarter. Che expressed concern that one of the measures not met were in the retention rates. Barb said that there is a slight difference between older and younger youth. Older youth are focused on obtaining credentials, returning to school or employment, while younger youth focus on obtaining a high school diploma, GED, or going into the military. It is difficult for younger youth to find employment so it is important for them to get those skills. Barb added that it's not unusual for those goals not to be met due to the current economy. Performance measures are conducted after exiting the program, so it is a very small population and not all youth that are still enrolled are counted in the measure. The population decreases as program goes on.

Tony said that we need different measures. Che said that if you look at older youth, Goodwill met in first quarter, but not others. Laurie said that older youth performance measures are much harder to meet than younger youth performance measures. Barb said that it has a lot to do with timing. Goodwill has a very challenging population. She added that the enrollment numbers are a little different with only July and August reported. Las Artes has different reporting period. Many providers won't have to serve as many people this year as their contracted enrolled numbers have been obtained. There will be discussion on this with Youth Providers..

Patrick said that we have talked about the guidance letter in the council meetings. Enrollments are included in the contracts, but the council wants to use these benchmarks as the new emphasis. We can measure those that return to school, stay in school, those enrolled in secondary education, and track whether offenders remain on outside and are not incarcerated. I hope we can come out with some meaningful process milestone benchmarks rather than confusing WIA criteria that may be difficult to explain or track. We are looking for quality outcome results from the investment we are making.

Bill commented on the progress that is being made. If providers and youth staff created these measures, they are tangible and meaningful to walk a kid through the program, regardless of how long it might take. All providers use an existing tracker. Aaron and Laurie will go through tracker and collect data, and will have the tracker completely revised to include this data in the November report. This may be all that is necessary to report now, or we may want to include something else. It will take a couple quarters to test the validity of these measures, but we collectively agree that this is a good starting point.

Che and Patrick discussed her suggestions which were passed on to the group. Patrick described the

measures as going above and beyond what is required by WIA. It may take the council 2 or 3 meetings to know if this is telling us something or not, but at least we don't need to go through a contract modification to get it done. It is an initiative that we can modify as we move along, but it enables us to look at the progress and the quality of their experience as we move along.

Tony said that reporting that youth are enrolled in school doesn't necessarily mean that they are engaged in school. He suggested looking at grades and involvement in extra-curricular activities. Patrick asked if there would be privacy issues associated with the Family Educational Rights and Privacy Act (FERPA), and Tony responded that it would be consensual when they sign up for the program. Patrick agreed and asked how they could make it happen. Remaining in school is simply is a benchmark considering that there is a option that they might not go at all, but it would be nice to get some qualitative data. He asked if the information is captured in case notes. Sharlet said that it is captured if the youth report it, but some alternative programs or charter schools may not have those programs. She added that youth who are enrolled in those extra-curricular programs are generally not involved in the youth program. Tony said that we should strive to get them involved. Sharlet answered that it is sometimes a challenge to get them back to school in the first place and that alone is an accomplishment. Tony said that there is some sort of responsibility to get them involved in society. Sharlet responded that the youth program 'is' the after school program for these youths. Tony has seen youth engaged in programs that are very successful.

Patrick made a motion recommending for approval the set of real-time working benchmarks set in place for the remainder of the fiscal year. Che said that these are non-tangible, but they are behavioral that in the long run we can come up with different programs to help improve the quality of life in the community. Che seconded the motion. Discussion: Tony said that the funding rules have changed for schools and we can offer programs at any time. He added that the reluctance of the school for bringing in youth that are not enrolled is that they become part of the AIMS data, so there needs to be a way to modify that. The motion carried.

### **VIII. Call to the public**

Brian Lopez, County Chair for the Youth Leadership Council, presented their PowerPoint from the summer program. They had 3 different projects: Leadership, Go Green and Theatre. Brian said that the presentation would highlight what they want to accomplish.

Patrick clarified that the presentation was focused on recruiting. Che said that they can come to Job Corps and recruit youth. Brian said that they have many positions that are available. A similar presentation will be given to the City of Phoenix by the city representatives in the group. They currently have 12 youth enrolled. All are enrolled in WIA. Trina asked if there is room for a non-WIA member to serve as a role model. Brian said that members are all WIA, but anyone can come to the meetings. This is a youth initiative. Tony said it is exceptional. Barb commented that kids would be motivated to come to meetings that have food available. Barb said we can provide bus passes and gas cards, and meetings will be held in different downtown Phoenix locations. Patrick suggested that Wal-Mart may want to donate food. Sharlet said that they are going through the process to get chartered so youth from all over the valley can participate. Brian said that Home Depot donated boxes to their last event.

Mike Graser from Las Artes thanked Bob Neckes for putting youth to work who have soft skills. He referred a girl to Macayo's who got hired.

Patrick said he enjoyed participating in the July 23<sup>rd</sup> Las Artes graduation where 73 people graduated.

Che said that Job Corps will be hosting a Career Expo on September 30<sup>th</sup> and wanted to encourage everyone to make sure that kids are prepared and have resumes in-hand. There are specific jobs available. Will have booths set up for on the spot interviews. They are expecting a huge turnout.

### **IX. Adjournment**

Chair Maldonado adjourned the meeting at 9:34 a.m.