

**MARICOPA WORKFORCE CONNECTIONS  
FULL BOARD MEETING  
Gilbert One Stop  
735 North Gilbert Road, #134 Gilbert, Arizona 85234  
Minutes  
October 23, 2008**

**1. Call to Order**

Chair John Garza called the meeting to order at 9:36 a.m.

**2. Roll Call : Quorum**

<b>Present:</b>	<b>Absent/Excused:</b>	<b>Staff Present:</b>
Tony Abraham	Dori Beattie (E)	Karen Emery
Adda Alexander	Richard Burrell	Janis Mueller
Neil Alexander	Ben Candler (E)	Diana Shepherd
Vania Black	Che Collins (E)	Terry Farrell
John Garza	Rebecca Flanagan	Bill O'Brien
Trish Georgeff	Danny Guido	Dawn Zimmer
Belinda Hanson	Katharine Levandowsky	Tina Schoville
Kayong Holston	Gabe Loyola	Derrick Martin
Tina Huff (T)	Bob Neckes	
Blair Liddicoat	Jim Ponte (E)	
Tony Maldonado	Steve Prokopek	
Kelsie McClendon(T)	Marie Sullivan	
Rodrick Miller	Karen Thorne (E)	
Joel Millman	Chevera Trillo (E)	
Karen Poole	Nancy Welch (E)	
Pam Ross		
Don Smith		
Greta Suda		
Mike Wall		
Dean Wine		
Brady Young(T)		

**3. Approval of minutes—Action**

**Pam Ross made a motion to approve the minutes of April 24, 2008. Mike Wall seconded the motion. The minutes were approved.**

**4. Chairman's Report—For Information Only**

Chair John Garza introduced the new members of the Board, Tony Abraham, Vania Black, Danny Guido, Kelsie McClendon, Richard Burrell and Dean Wine and thanked them for their participation.

**5. Task Force Updates—For information only**

Patrick Burkhart gave an overview of the three task forces and their progress starting with Advocacy. They have produced four publications call the *ION*, (Items of Note) and have sent them to Congressional and State Legislatures. They have also extended invitations to these people and invited them to tour our centers sometime in January. Several marketing projects are in progress, our exposure at Sky Harbor, terminal four and we have placed ads in several publications in the Valley. He also reviewed the recent media coverage that WDD has received.

Regarding the Business Services task force, they are currently piloting two new business models, Health Care and Solar. They are working with the Arizona Hospital and Health Care Association to provide lists of prospective employers to the Human Services departments that are in our program. Regarding the Solar aspect, we are working with APS and Abengoa to help assist with the Solano Project which will be spearheaded in Gila Bend. He also reported on the System Effectiveness task force which is currently putting the finishing touches on a triage model for the One Stops which will include a customer satisfaction tool and value mapping. ASU Morrison Institute facilitated a regional workshop with MWC and PWC Board and staff members to help develop a customer satisfaction report that will measure services rendered at the centers.

**6. Youth Council Update—*For information only***

Don Smith announced the names of the 12 members of the Youth Council Board. He also announced the new contracts for the Youth providers, ACYR for West Valley, United Way/Aspire for the East Valley, Goodwill-special populations and YMCA-Las Artes de Maricopa. Mr. Smith informed the Board that the PLOT (Producing Leaders of Tomorrow) program has completed their first retreat and the second retreat for youth will be on October 31<sup>st</sup> in northern Arizona. He reported that they currently have two existing locations in the program, Sunshine Residential and Copper Canyon High School. They also have recently expanded into the following programs, Valley Christian Center, Evening Reporting Center at the YMCA (ERC), Buckeye Outreach for Social Services (BOSS), and Arizona Project ChalleNGe. The contract for Rehoboth is still pending at this time. He reported on the Cost Per Youth report that states the average cost per participant for our program is \$4313. Mr. Smith also stated that we are currently working to develop a program to transfer exiting youth into college programs and provide services to help youth exit to a new skill path with the Maricopa County Community Colleges, not with just Associates Degrees but to also complete Certificate Programs.

**7. Governor's Workforce Policy—*For information only***

Pam Ross reported that there was a State Council meeting held on October 17<sup>th</sup> that gave an update on the criteria for procurement for Youth. She also reported on the current status of the comprehensive one stop project that is coming to a close after two years of development and will be ready to present on December 2<sup>nd</sup> covering the criteria for One-Stops.

**8. Assistant Director Report—*For information only***

Patrick Burkhart reported on the progress versus 2008-09 goals starting with goals for job seeking customers, on the progress of going virtual, which is currently on hold, and on the progress of leveraging resources to seek and obtain external funding. He also discussed the goals for customers on the Business Services side. He reiterated to the Council the regional economic and employment conditions regarding layoffs and limited holiday hiring, and went over a few bright spots in the labor market. Mr. Burkhart reviewed the new Triage model that is being developed to implement at the Centers and gave an overview of the amount of visits the Centers are receiving from customers. He also discussed the status of the budget and reported on the strategy of tasks for the first six months of 2009.

**9. MWC/PWC Joint Agenda—*Action***

Patrick Burkhart reported on the status of the alliance with PWC and the plans to put together a regional group in January 2009. Regarding the Business Services task force, the plan is to share developed models and results. Regarding the Advocacy task force, the plan is to incorporate PWC into a Regional Communications Strategy. Regarding the System Effectiveness task force, they will be sharing the models and best practices and results that were established during their meetings. Regarding the Youth, the plan is to focus on provider efficiency and bridge to MCCC project. **Rod**

**Miller made a motion to move forward in the four areas of agenda items to PWC from MWC to build Regional Ad Hoc task force to work together. Don Smith seconded the motion. The motion carried.**

**10. Call to the Public**

No comments from the public.

**11. Adjournment**

Chair Garza adjourned the meeting at 10:50 a.m.