

**MARICOPA WORKFORCE CONNECTIONS  
FULL BOARD MEETING  
APS Building  
400 North 5<sup>th</sup> Street  
Phoenix, Arizona 85004  
Minutes  
December 18, 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	Patrick Burkhart
Adda Alexander	Karen Thorne(E)	Derrick Martin
Neil Alexander	Ben Candler	Diana Shepherd
Vania Black	Tina Huff(E)	Tina Schoville
John Garza	Rebecca Flanagan(E)	Dawn Zimmer
Trish Georgeff	Danny Guido(E)	
Belinda Hanson	Katharine Levandowsky	
Kayong Holston	Tony Maldonado	
Che Collins	Steve Prokopek(E)	
Blair Liddicoat		<b>Guests:</b>
Gabe Loyola		Don Henninger
Kelsie McClendon		Krista Rippee
Rodrick Miller(T)		Dan Stidd
Joel Millman(T)		
Bob Neckes		
Jim Ponte		
Karen Poole(T)		
Pam Ross(T)		
Don Smith		
Greta Suda		
Marie Sullivan(T)		
Chevera Trillo		
Mike Wall		
Nancy Welch		
Dean Wine		
Brady Young		
Richard Burrell(T)		

**3. Approval of minutes—*Action***

Neil Alexander made a motion to approve the minutes of October 23, 2008. Trish Georgeff seconded the motion. The minutes were approved.

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

Chair John Garza introduced the new members of the Board, Kayong Holston from Ottawa University and Trish Georgeff the newly appointed Director of Human Services for their participation.

**5. AZ MEP—*Update***

Patrick Burkhart presented Jim Godfrey, a member of the Phoenix Workforce Connections Board, with a trophy of appreciation for all of the help and guidance he provided to the System Effectiveness Task Force. He was vital in assisting with the mapping process for services at the one-stops.

**6. Presentation—*For information only***

Mr. Don Henninger, Publisher of the *Phoenix Business Journal*, addressed the MWC Board on December 18, 2008. Mr. Henninger discussed the plight of the economy and how the business community reacted during the previous recession; the development of the Greater Phoenix Economic Council. He noted during times of crisis people and organizations tend to come together to meet goals collaborate for survival. However, after the crisis passes, lines are redrawn in the sand. It is the intention of MWC to strengthen partnerships and collaborate with public and private sectors to help Maricopa County rebound and sustain stability from this tough economic time. It, with the firm support and dedication from its board, does not intend to fade away when the economy stabilizes. MWC will maintain momentum and premier workforce development/economic development partner in the region.

**7. Task Force White Papers—*For information only***

**Advocacy Task Force** – The charges to this task force were Congressional and State Legislature awareness and support. The strategies that were developed were an *ION* newsletter, One Stop events scheduled in January 2009 and the engagement of local media. The results were that an *ION* publication is being developed and sent to legislative staff monthly, the new AZSHRM partnership and the invitation to the February 17<sup>th</sup> Advocacy Day at the State Capitol and the MWC One Stop events planned for January, 2009. A recommendation was made to the Board to extend this task force until December 31, 2009.

**Business Services Task Force** – The charges to this task force were to develop new models for Business Services. The strategies were to focus on two growth areas, Health Care and Solar Energy. The results were a new partnership developing with the AzHHA and Maricopa Workforce Connections is established as a primary provider for the Solana Project in Gila Bend. Recommendations for this task force were to implement action plans for AzHHA and Solana and to present quarterly progress reports to the Ad hoc members in both March and June of 2009.

**System Effectiveness Task Force** – The charge to this task force were to develop a new model for improving customer service, developing partnerships and measuring outcomes. The strategies that were focused on were the MWC outcomes definition, customer satisfaction tool, value mapping and the return on investment tool. The results were that a new model was developed. This new model included the development of a customer satisfaction instrument, and an Az MEP-based continuous improvement process implemented. The Return on Investment tool is still being developed. Recommendations to this task force were to leverage the task forces' work product as a sustainable plan for the partners committee, continue to refine the new models for validation, to complete and implement the ROI model, to post performance data on the MWC website and to present quarterly progress reports to the Ad hoc task force members in both March and June of 2009.

**8. Task Forces and Committees—*Action***

A discussion was brought forth to create two new task forces, the first being a group to recruit new Board members and the second being a task force to create a Regional Collaboration Oversight Standing Committee. Patrick also discussed keeping the Advocacy Task Force running through the next calendar year and to sunset both the Business Services and System Effectiveness task forces with a March and June 2009 follow-up. **Pam Ross made a motion to approve the continuation of the Advocacy Task Force. Nancy Welch seconded the motion. The continuation of the Advocacy Task Force was approved.**

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

Patrick Burkhart reported that the visits to the One-Stops has steadily been increasing and that we are expecting this number to continue to climb in the next year due to the economy. He also reported on the WIA Economic Stimulus Bill and FY10 Appropriation with a proposed WIA stimulus funding of \$1.5 billion dollars to be as follows: \$500 million for dislocated workers, \$500 million for youth, \$250 million for adults and \$250 million for re-employment services. The FY10 appropriation is on a C.R. until as late as March 6<sup>th</sup>.

**10. Call to the Public**

There were no comments from the public.

**11. Adjournment**

Chair Garza adjourned the meeting at 10:54 a.m.

