

**MARICOPA WORKFORCE CONNECTIONS**  
**FULL BOARD MEETING**  
**Maricopa County Human Services Department**  
**DES Job Service**  
**163 N. Dobson Road**  
**Mesa, AZ 85201**  
Minutes  
**August 26, 2010**

**1. Call to Order**

Chair Neil Alexander called the meeting to order at 9:35 a.m.

**2. Pledge of Allegiance**

**3. Roll Call: Quorum**

<b>Present</b>	<b>Absent/Excused</b>	<b>Staff Present</b>
1. Belinda Hanson	Tony Abraham	Kristen Merser
2. Ben Candler	Jeffrey Freeman	Patrick Burkhart
3. Bob Neckes	Eric Knott	Kimberly Faust
4. Chevera Trillo	Rick McCartney	Janet Lilly
5. Dillon Holmes (T)	Benjamin Serio	Kristen Dewey
6. Greta Suda	Karissa Brnak	Derrick Martin
7. Karen Poole	Barbara Gallegos	Terry Farrell
8. Karen Thorne	Trish Georgeff	Keri March
9. Kathryn "Che" Collins (T)	Katharine Levandowsky	Isabel "Bella" Silva (DES)
10. Kayong Holston	Blair Liddicoat	Kim Rodriguez (DES)
11. Kelsie McClendon	Nancy Welch	
12. Marie Sullivan	Tony Abraham	
13. Neil Alexander	Jeffrey Freeman	
14. Paul Sanders	Eric Knott	
15. Rodney Pack (T)	Rick McCartney	
16. Shawn Hutchinson		
17. Shellie Frey		
18. Tina Huff (T)		
19. Tony Maldonado		

**4. Approval of Minutes (June 24, 2010) – Action Item**

Chair Alexander stated that there is a typo in paragraph three that needed to be corrected. Tony Maldonado made a motion to approve the June 24, 2010 Board Minutes. Marie seconded the motion. The motion carried.

**5. Chairmen's Report: Board Member Nomination - Action Item**

Chair Alexander introduced the Trevor Gelder as a new Board member. He explained that the Board needs to have a majority of private sector members and green energy is a focus right now. Trevor Gelder has an HR background in the solar industry. Patrick met with him and he is eager to be a part of the Board. Trevor Gelder was on the phone and stated that the bio on the PowerPoint presentation was accurate adding that First Solar is building the largest utility scale power plant in the world. He said that he is looking forward to being a part of the organization. The motion to accept Trevor Gelder's nomination was moved by Kelsie McClendon and seconded by Bob Neckes. The motion carried.

## **6. Technical Change to Two Year Plan – Action Item**

Patrick explained that a technical change to the Two-Year plan is needed. The Board had modified the official Two-Year Plan to accommodate ARRA expenditures and the plan expired June 30<sup>th</sup> of this year. Congress has not reauthorized the WIA for 5 years, so it is operated under the old rules. DES is unable to delegate money to MWC unless there is a Two-Year Plan in place. The Board will also re-write the Two-Year Plan even though it is not required. DES wants to ask for a two year extension from MWC so they can distribute money to us. Patrick introduced a motion to the Board to operate under an extension until June 30<sup>th</sup> 2011. The Chair mentioned that the Two-Year Plan has been amended about 4 times. Kelsie made the motion to approve the letter sent on the Board's behalf and Marie Sullivan seconded the motion. The motion carried. Patrick thanked the Board for keeping MWC legal.

## **7. Assistant Director's Report: MWC System Effectiveness – For Discussion**

Patrick stated that the Board created the Systems Effectiveness Task Force group two years ago with a focus on design, approach and building relationships from a systems point of view. Patrick said that he is unaware of anyone inside Arizona that is doing this and that sharing data is a trusted exercise. He sent his compliments to everyone that is part of that process. "The fact that we can do this today is a step forward and represents how well we work together."

Patrick referred to the PowerPoint slide 6 titled, "MWC Customer Volume" and noted a drop in customer volume from July to December of 2009. Patrick believes it's because the job-seeking community believed no one was hiring. People stopped coming. The trend has reversed and the West Valley Career Center has had the highest volume in the past 6 months than ever.

Patrick continued to slide 7, "Selected Service Indicators FY 2010" and explained that this data is gathered by sign in sheets. Patrick noted that almost 9,700 positions are posted in VOS (VirtualOneStop.com). Paul Saunders asked how many businesses were served, Patrick answered about 300. Kelsie referred to the 9,765 job postings by 138 businesses meaning that there would be 70 job postings per business. Chevera asked how many people were placed. Patrick said that we are unable to track that information, but we try to track as best we can and the two west valley career fairs should help get those numbers. He added that we would expect that a large number of those positions were posted on other sites. Derrick Martin talked about the Home Depot interviews at the Gilbert center where 260 people were hired out of 700 that showed up. Chevera asked if they are mostly mass recruitments. Patrick said that Derrick's team keeps a log of the number of companies and positions. Derrick said it was a combination. Paul asked for a ballpark estimate out of the 138 companies that are hiring 50 or more people at a time. Derrick responded with about 30.

Patrick continued to slide 8, "Customer Satisfaction (WIA)" and noted that there is system-wide customer satisfaction. He explained that the last 3 questions ask customers if they feel like they are living better or have improved circumstances. It asks if MWC is making a difference in their lives. Most surveyed customers have been with MWC for a long time. The survey is reliable within about 3% points and is conducted through the research department in County.

Patrick continued to slide 9, "WIA Demographics slide" and noted that in the first data set, age 50-59 is now MWC's largest demographic. The second data set shows that since the recession, MWC has seen an increase in white non-Hispanics. The third data set shows a large increase in the ratio of male to female customers.

Slide 10, "WIA Demographics" shows a 2009 uptick in prior reported incomes of over \$100,000 and it is now shifting back to where it was before with less from the high income scale. Patrick noted that this could possibly be attributed to people having been out of work for a long time. Nearly half have at least a certificate of education, so there is a skilled client base.

Patrick continued to slide 11, "WIA Demographics" and noted that veteran status is up 10% since last time it was reported. He explained on slides 12 and 13, "WIA Performance" that MWC operates under 15 contractual measurements. Results within 10% of the goal equals "meets". The negotiated goal is close to what it was pre-recession. MWC and the City of Phoenix together carry about 80% of the weight of

performance goal significance. If either fails, regardless of the rest of the state's performance, the state will fail. There is a disproportionate burden to meet these requirements.

On slide 14 Patrick noted that youth is exceeding expectations. On slide 15, Patrick explained that these are common measures from the state, and that the state gathers the data, not MWC. He noted that there are gains in the attainment of degrees and literacy.

On slide 16, Patrick explained that WIA performance is not concurrent with the fiscal year and that it lags by 6 months. They are still 12 month cycles. That was the height of recession data. Belinda Hanson presented slides 16 and 17 on DES performance. The statewide data is for July 1<sup>st</sup> to June 30<sup>th</sup> and the goals statewide are consistent with common measures DES reports to the Department of Labor. As reported on the outcomes as of June 30<sup>th</sup> 2010, the numbers were presented during the last meeting with a small increase in all the individuals served on unemployment insurance. Belinda introduced Kim and Bella who sat in on the meeting. Belinda said that the slide shows the numbers that have been served and the types of service received. Veterans data shows a small increase. TAA (Trade Adjustment Assistance) program serves individuals laid off due to work or occupations going off shore.

Chevera Trillo presented slide 18 on Maximus performance and explained that it measures 6 criteria. Arizona receives caseload reduction credits. Federal targets are at 50% and 90%, but they only had to meet a 19% and 15% reduction. Maricopa County alone has a 10,000 – 15,000 caseload. It doesn't measure outside of Maricopa County.

Terry Farrell explained the Rio Salado data on slide 19 in Blair's absence. About 180 individuals completed a minimum of 12 hours in the program. 81% completed a high school diploma or GED with an 84% post-secondary transition. Terry stated that ABE Beginning Literacy looks low, but that is the most difficult customer, and there are many below that. It is a lot of hard work to get the percentage even that high. There are many self-motivated customers.

Karen Poole explained the MCCCDC data on slide 20. She mentioned that MCCCDC performs 129 workshops for county customers including Career Pathways and Financial Aid. They hold 3 workshops for the City of Phoenix including networking and resume writing. Have been in contact with 4,160 individuals, but are unable to completely track their progress due to only collecting the last 4 digits of their social security number. Paul Saunders asked who the people are that are taking the workshops noting that there were 116 attendees out of 4000 out there. He asked if that is a good representation of who needs it. Karen said that they are unsure of who is required to attend, but it is open to the public. Paul stated that people coming to look for services should be required to attend the workshop.

Marie Sullivan presented AWEE's data on slide 20. She explained that the data are small numbers, but this reflects only the west side for an individual who is only there one day a week. The 133 people are not listed in the 171 because we don't have a way to track their overall progress. AWEE referrals receive comprehensive service, absorbed into comprehensive activities. 71 individuals are most likely ex-offenders so they are referred to those programs. Statistics around ex-offenders have a 70% employment rate, 60% work retention, and \$9-\$10 hr. at point of entry.

Patrick added that the numbers are arcane due to the way we are required to track. The State's new case management system will hopefully have more ability to track. New partners to the system were not asked to report. Patrick would like to establish a culture of transparency and reporting. He suggested that the Board sit down once a year at beginning of the year to give a snapshot to the community of how we're doing. He added that we are accountable to our sponsors and the community. He thanked the partners for the data and hoped that the data would be easier to understand next time.

Chevera asked for clarity on the new case management system. Patrick said that DES has a new working group which includes Kim and Diana. No vendor start date has been reported.

Chair Alexander stated that when the Board meets again in October they will look at the task force reports. They can get involved in advocacy after the November election. He wants a user-friendly newsletter with targeted advocacy. Task force reports focused on what industry sectors are growing. A bleak outlook for construction was projected at the last meeting. He asked what impact we can make short-term and invited the Board to share thoughts with him and Patrick. Chair Alexander stated that he wants to meet back in October with a plan in mind.

Patrick presented slide 21 on the Maricopa Human Capital Collaborative and stated that the group worked very actively to compete for ARRA grants. They discovered that there are 15 grants that are targeted mostly at green and solar programs. Cynthia Spell called a meeting where they decided to put together a regional business outreach collaboration to ensure that they are not frustrating each other's efforts or stepping on toes. Patrick volunteered to put together this regional business outreach and noted that the State is putting together a database on green solar to use as a coordinating tool which can be used to bring additional money into the community. Patrick closed by stating that we are deeply in the middle of this and applauded Cynthia for putting it together.

#### **8. DES Job Service Affiliate Facility – *For Discussion***

Isabel "Bella" Silva talked about the DES Dobson facility where the meeting was being held. She said that DES wants to utilize money to help customers. They have a focused effort on Maricopa County in the east and west valley and they want to get connected to those services. She noted that there are 20 computers in the meeting room and that there is space at the facility for workshops. She added that the partnership would not be a duplication of services because the location is close enough to MWC Gilbert to refer the customers to the Gilbert workshop. The focus would be to enhance the capabilities and focus on unemployed individuals. The facility offers re-employment services since last July. Bella continued that they wanted to target areas where there are a large number of unemployed individuals and enhancing their knowledge and ability by giving them information about what services are available. She added that there is a 60% show rate in this facility. They offer 3 full days of workshops each week and customers will get a packet including the workshop calendar. Kim Rodriguez said that the average class size is 18-22 people. They also have a Spanish speaking workshop 1 day per month where a Spanish-speaking employer comes in and talks to them about what they are looking for. She added that someone from the college came in to talk about the importance of ESL and GED. Classes have been full. Bella wants to have career fairs at facilities each month noting the success of events where 200-400 people have showed up. She added that the West Valley DES has career fairs too. There are employers that are hiring.

Bob Neckes commented that he goes to each job fair and wants to emphasize that people need job seeking skills. Isabella replied that people think they can do it on their own without attending workshops and that is a big mistake. Kim added that the Networking workshop teaches the 60-second elevator speech. Bob said that is good but they need to do it when it's appropriate. Neil stated that Bob's message is good and people at job fairs shouldn't make assumptions about job fairs based on the employers. He added that Macayo's has accountants, not just cooks.

#### **9. Call to the Public**

Patrick thanked DES for setting up the meeting at their facility and asked the Board to stay and take the tour.

#### **10. Adjournment**

Chair Alexander adjourned the meeting at 10:43 a.m.