

**MARICOPA WORKFORCE CONNECTIONS
YOUTH COUNCIL**

**Thursday, May 20, 2010, at 8:30 a.m.
Arizona Call-A-Teen Youth Resources, Inc.
649 N. 6th Avenue, Phoenix, Arizona 85003**

**Minutes
May 20, 2010**

I. Call to Order

Tony Maldonado called the meeting to order at 8:34 a.m.

II. Roll Call: Quorum

Present	Excused/Absent	Staff
Patrick Burkhart	Bob Neckes	Kimberly Faust
Che Collins	Dennis Ichikawa	Dawn Zimmer
Julia Estrada	Randy Kimmens	Todd Berndt
Sheryl McCutchen (P)		Trina Jenkins
Ignacio Pesqueira		Bill O'Brien
Angelo Maisto		Diana Shepherd
Tony Maldonado		
Kaci McCutchen (P)		Guests
		Mike Graser – Las Artes
		Sharlet Barnett –ACYR
		Julie Sater – VSUW
		Adam Soto – Call A Teen
		Eric James – Las Artes
		Pam Smith – ACYR
		Karen Poole– MCCCCD
		Yolanda Carrothers
		Adam Soto

III. Approval of Meeting Minutes — *Action Item*

Patrick Burkhart made a motion to approve the minutes from March 18, 2010. Julia Estrada seconded the motion. The motion carried.

IV. SYEP RFP Update— *For Information Only*

Kimberly Faust informed the group the RFP is out for the 2010 Summer Youth Employment Program and will be submitted to the County Board of Supervisors for approval. Contracts will be awarded by June 1; allowing the program to start July 1, 2010.

Kimberly added information about 2011 formula funding (\$1,600,413) noting ACYR, Aspire and Goodwill all increased number of youth to serve. This will result in a total of 475 youth planned to be served during PY 2011.

Tony Maldonado asked how SYEP eligibility was coming. William O'Brien explained that MWC will again be following the 5% rule for those youth whose family is over income eligibility. To date 1,280 SYEP youth applications have been received and recruitment does not close for another week. Local employers have requested 644 positions, 320 from CVS Pharmacy. MWC is working with 2 Title V beneficiaries to assist in making and receiving calls about the SYEP. This year an electronic random selection will be used verses the manual method from 2009.

V. Identifying and Serving Youth Most In Need, Quality Performance Indicators – *Discussion*

Patrick Burkhart thanked Pam Smith (ACYR) for hosting the Council Meeting.

Patrick reminded the group of the focus of the recent TEGE encouraging local areas to rethink current set of performance measures to better assist those most in need without regard to length of time in the program. For the interim he suggested focusing on process and milestones and mapping individual programs and secondly to more longitudinal in following up with youth customers. He noted though WIA is a short term fix; WIA should be

considered the floor not the ceiling. What is it this Council wants to see? Currently we are meeting WIA requirements but not necessarily the Council's needs.

All in the room were asked to participate in an open discussion with approval of the chair.

Pam Smith noted process may be more important than the product. The product will come if process is set to meet success. She added MWC is already doing what TGEL asks for and does not push to get youth out of the program. Pam identified stakeholders: non-profit boards, community and the Council. Pam's group looked at assignment from a service provider point of view. Performance measures are what must be met according to law. What other things are important for WIA performance and desired outcomes/ Are we providing services to those most in need? What indicators within groups of youth? Example: a youth offender not returning to the juvenile justice system. What information should be reported to stakeholders? In reality she noted we have less than adequate current database system. There is a need to identify things to collect, record and report on.

Pam ACYR provided a handout noting barriers to youth in several categories i.e. homelessness, foster care and high school dropout.

Patrick acknowledged the clear inadequacy in the current database system which cannot track and manage people with multiple barriers because current system only allows reporting of one barrier. Need a way to quantify those with multiple barriers and how they progress in the process.

Yolanda Carrothers said Goodwill collects a little bit more information on youth and has a separate collection tool outside of VOS.

Tony noted a measurement is needed of the system and the individual. He informed attendees that Job Corps tracks employment and placement between 6 and 12 months and continues follow ups through 2 years. If an individual joins the program with a literacy level of 3rd grade, monthly TABE testing will show individual progress. She noted some barriers cannot be changed for students; however, Job Corps can show if the individual is on track.

Patrick is concerned of the 'hand off' to employment or additional education noting those measures do not track real success. He would like to know about success 5 years out. Has WIA made a difference? Should the inclusion of long-term follow up be done to bring youth back into the program if needed? Patrick asked Pam to walk the group through the handout she distributed.

Karen Poole shared that Carl Perkins model tracks long-term progress. MCCCDC is tracking using PeopleSoft which includes awards, certificates or degrees. Colleges are thinking of setting up a call center to conduct follow ups.

Trina Jenkins asked the group about how to get youth to provide follow up information; make them want to let MWC know how they are doing? She suggested sending a birthday card including a message that 'we're here if you need us.' Other suggestions focused on the relationship factor with Partner staff. Relationships with youth is paramount; benchmarks will not be met if the youth does not like the staff and the program.

It was asked if the County could hire an outcome study to know and show if programs are making a difference.

Regarding 'hand offs' She was noted that there are so many different areas to refer that often times providers don't know what other groups do or offer. Put quality into referrals and follow ups and the youth enrollments will come.

Todd Berndt suggested a Facebook page with a 'stars' page so youth can tell others and the providers of their accomplishments. It was noted that Career Advisors at agencies change every 3-5 years so relationship building and 5 year follow up may be difficult. It may be beneficial to have an incentive base for youth to get together.

She likes the high school dropout bullets on Pam's handout. It was agreed that youth will more than likely have 1 or more barriers and some trackers within the subgroups on the handout will overlap. Yolanda would like to speak with Goodwill staff about tracking and outcome-based information for youth offenders prior to making a recommendation.

Pam noted with a good tracker the initial assessment becomes paramount. She added intake questions would also be of more importance. Pam noted that not all youth are as forthcoming during the intake process but discovered during the course of the growing relationship barriers are uncovered. Tony feels benchmark instruments are most important.

Julia Estrada said her group tracks youth for up to 1.5 years but long-term follow up is not done; it is a funding issue and VOS is not set up to store information.

Bill O'Brien suggested determining what data is needed and set aside time to 'scrub down' current data to see if the data is what's needed or not. This effort will take some time.

Pam believes others in community or organizations that have dealt with, or are currently in the same situation, may be using a system could be of assistance.

Yolanda informed the group Goodwill uses a logic model.

Patrick asked if the providers would be willing to sit down for a half day after July 4 to construct a model to present to the Council at its July 15 meeting. He noted that this is obviously a complicated task but the right thing to do. Once it is determined what needs to be done it will be built into future contracts; if the Council values the information it needs to be captured and be paid for.

VI. Call to the public

No public comment was received.

VII. Adjournment

Tony Maldonado adjourned the meeting at 10:02 a.m.