



## **Performance and Accountability Committee**

**Thursday, May 8, 2014  
8:30 a.m.**

Kino Service Center, Room 301  
2797 East Ajo Way, Tucson, AZ 85713

### **Meeting Minutes**

#### **WIB Committee Members Present**

Judy Clinco  
Doug Jones  
Charles Monroe  
Noreen Nelson, Chair

#### **Members Absent:**

Chris Hazen-Molina  
Kari Hogan

#### **Pima County Staff and Guests Present:**

Anna M. Cunes  
Dorothee Harmon  
Carol Hutchinson, Pima Community College  
Dalila Perez  
Eddie Saavedra

- I. Call to Order:** 8:32 a.m., Noreen Nelson, Chair
- II. Action Item:** Reviewed March 13, 2014 Meeting Summary.
- III. Monthly Reports Review:** Dorothee Harmon explained that because the data had not been available for a very long time, staff was preparing reports very close to this meeting. We are still reconciling against our Participant Tracking System (PTS) and there are some discrepancies. There are Placements that are not in the Arizona Job Connection (AJC), that are in the local system. In the past, it was due to the delay of Unemployment Insurance (UI) data. The state is pushing us to not rely on UI data, to record Placements. New guidance has been issued suggesting that there should be two sources for data follow up.

- A. Agency Report – Dorothée Harmon explained that overall, at this stage, it hurts the agencies to be reflected in the AJC data instead of the PTS data. If we can figure out why there are discrepancies, and boost the entry of supplemental data, we should be able to use this process to drive higher performance in the state system, which is what we want. In the past, when we ran our PTS Placements it was based on the assignments that were made to those case managers, and in many cases, because we leverage other fund sources, there was data included that was not WIA, but funded from another source. By using the AJC data now, we will be looking at strictly WIA Closures and Placements. We have had some concerns about Tucson Youth Development, Inc. (TYD) for some months because they have carried youth who they have lost contact with, still have them on their books and have not closed those files. TYD has been urged to close the files which will result in problematic performance, resulting in one painful season, but then we will clean it up. Summer Youth is a tradition that dies hard. The agencies have youth who they bring into their programs, and when they become income eligible, the youth have been enrolled in WIA slots and Summer Employment is an eligible activity. The problem is, the agency is responsible for long term outcomes and if the youth is not ready for the labor force or a community college path, then it is not a good fit. Dorothée Harmon and Dana Katbah have discussed the concerns with Arnold Palacios, TYD and TYD is working to close the cases. Noreen Nelson asked that the committee be updated on the status.
- B. Pima County One-Stop Reports – Number of calls received (Kino Service Center, Rio Nuevo, Las Artes, Sullivan Jackson Center, Veterans Center) during April 2014: 9,502 (compared to 10,521 received in April 2013). Dorothée Harmon mentioned that this is the first time that the WIA Customer Service Levels numbers were generated from the AJC system. Dorothée Harmon expects the numbers to go up after the reports are reconciled. Dorothée Harmon reported that she researched why the number of people enrolled in Occupational Skills Training, from last year to this year, has dropped by 50% in all of our funding streams. The reason is because in previous years, WIA numbers, reflected the year before that. We had a big surge in numbers from both the demand from unemployed workers in the recession, and the American Recovery and Reinvestment Act of 2009 (ARRA) funding that we had, to serve them and enroll them in training. We enrolled a large number of people into college during those months and spent our ARRA funds on time. We transferred people still completing their training, to our regular formula program and it was a big burden on our program and especially to the adult side. The funds were used up quickly and we had to transfer funds from the dislocated worker program. This created high numbers for the

previous fiscal year in the formula WIA program. Once funds were spent, we went to a much more restricted protocol for reviewing and approving plans to help stay within our budget. The Case Manage/Job Development Only number is up. Dorothée Harmon explained that Case Management is provided to people who are willing to sign up for services or a program. 2013-2014 New Clients in April is significantly lower than 2012-2013. Placements are down. Eddie Saavedra reported that they have been very busy at the Rio Nuevo One-Stop Center, they get a lot of foot traffic and Intake appointments are down right now.

Noreen Nelson mentioned that for the August 7, 2014 meeting, she will not be the Chair of this committee, and asked that staff provide answers to the gaps.

- C. Performance Report – Dorothée Harmon explained that for the Older Youth Credential Rate, there are a lot of people in the denominator who will be receiving their diploma in the next quarter. The Literacy and Numeracy Gains is a concern to everyone. This is where we want to have the design in place so we can identify the youth who are going to go into this measure, as they are applying for services. Dalila Perez provided a report from the U. S. Department of Labor’s Guidance Letter. It demonstrates how the measure is calculated. The measures are calculated in a very specific way. The measure is the number of youth who are out of school and basic skills deficient, at the time of enrollment, who achieve a gain in literacy and numeracy. What we are implementing, we are using this as a guide to put in place, we are flagging at intake, the people who will go into this measure, and that means we need to have this type of service plan. Even if the youth wants to go into a care giving institute, One-Stop will inform him/her that their skill levels need to be brought up and that they will be scheduled for post testing.

D. Rapid Response Industry Report – None.

**IV. Eligible Training Provider List (ETPL) – None.**

**V. Next Meeting:** August 7, 2014

**VI. Adjournment:** 9:21 a.m.