



## Performance and Accountability Committee

Thursday, August 7, 2014 – 8 a.m.

Kino Service Center, Room 301  
2797 E. Ajo Way, Tucson, AZ

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### Meeting Summary

#### **Members Present**

Rose Capono, Chair  
Chris Hazen-Molina  
Kari Hogan

#### **Members Absent**

Judy Clinco  
Doug Jones  
Wilette C. Diggs

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

Anna M. Cunes, Pima County WIB  
Dorothee Harmon, Pima County One-Stop  
Carol Hutchinson, Pima Community College  
Dalila Perez, Pima County One-Stop

- I. Call to Order: Rose Capono, Chair, 8:05 a.m.
- II. Introductions
- III. Action Item: May 8, 2014 Meeting Minutes reviewed.
- IV. WIA Monthly Reports: June and July
  - A. Agency Reports

Rose Capono asked Dorothee Harmon for an update/follow up on the youth calculation in regards to closing out files, as requested by Noreen Nelson, past Chair, at the 05/08/14 meeting. Dorothee Harmon replied that this is work in progress and is a big focus for staff to take both immediate and long-term actions to address the performance issues that have been a concern. As discussed in past meetings, the WIA youth program is intended to be a comprehensive youth development service that includes a summer employment component. There have been some challenges with the youth program because the youth have to be carried longer so they can participate in the program, but it was not the initial

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intention. There are several WIA participants being enrolled in the WIA youth program who are young high school students who want summer employment, and then go back to school. The community based organizations are good at this process and they are responding to demand from their constituencies.

The two things are not mutually exclusive; but what we have realized is that recruiting WIA youth participants through that summer youth doorway is not a good strategy. It has resulted in a ballooning caseload of youth who are very minimally engaged in year round activities. We also evolved from having a very robust youth development system that was integrated under the youth opportunities grant in two separate silos, even though we are a One-Stop and have so much richness in the number of providers that are strong youth development agencies, and we also have county sponsored programs including a charter school, GED program and the One-Stop offerings (job training and Pima Community College support). Each one of these services/programs have some how siloed into itself. The steps that staff took after having access to the data (reporting tool interrupted by the state) in April 2014, we analyzed what we have and reconciled our data that is more real time, to make sure it matched with the Federal database that measures our performance. The report has been redesigned to give us our dashboard information from our local tracking system (in yellow) and what is on the official record and excludes the last 90 day Closures and Placements. We are trying to have a better predictor of what is going to show up on the official record and at the same time, have the real time measure. We put out a directive to the youth services team (Workforce Specialists) to contact every participant on their case load and interview each participant to try and plan additional services and re-engage them. The interview guide had a menu of several different options along with different criteria as to why the Workforce Specialist would refer the youth participant to a particular option. The other part of the directive asked the Workforce Specialists to close cases, if the participant could not be contacted.

Rose Capono thanked Dorothée Harmon and said she understands it is “work in progress.”

The committee reviewed the June and July data. Dorothée Harmon said the percentage will be added on future reports.

#### B. Industry Reports

Follow up from 05/08 meeting – Dorothée Harmon explained that Noreen Nelson was looking at the overall numbers in training and noticed there was a big drop in this year’s number compared to last year. Staff researched and reported at the last meeting that we found a very large number in training the year before last, who came in under the stimulus money so we had extra funding to enroll people in training and had a lot of extra demand for training services and reemployment because a lot of people were unemployed. We had a big surge and we carried those people into the following year, worked with them to try and place them in employment, and closed them out. So it was a lower number last year.

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C. Pima County One-Stop Summary Reports

Projected "Overall Youth Placements" seem low compared to prior fiscal year. The Participant Tracking System (PTS) is used to run this report that is also provided to the WIB. Total Youth Closures through June was 241; total Youth Placements was 120. Dorothee Harmon explained that in the previous year, staff had a report structure that had contracted staff (identified through the RFP process and set up in contracts) and we had a designated group of Pima County staff whose case loads were being included in this report. For the coming year, we are going to increase the number of staff to reflect all of the people that are entering information in the WIA performance pool. Because we have additional people, for example YouthBuild, that is a potential area where someone could be co-enrolling a participant in the WIA program. YouthBuild is a Federal Grant awarded by the Department of Labor and it was awarded to PPEP. Pima County has a Memorandum of Understanding (MOU) with organizations to encourage co-enrollments. We are revising the structure so we can capture all of the data that is going in to the PTS and AJC.

The committee agreed that they would like to receive reports via email one to three days prior to the meeting day.

V. WIA Quarterly Performance Report: 07/01/13 to 06/30/14

Dorothee Harmon explained that the measure that we failed is the Skills Gains for Out of School Youth who came into the program and were basic skills deficient. This measure was implemented last year. We have customer expectations - young adults come to the One-Stop Center for assistance with tuition at training colleges and we enroll them if they have the skills necessary to complete that training program and we don't require that they go back and do adult literacy, if their math score is at the 8<sup>th</sup> grade level and they want to go to barber college. A redesign process needs to happen. Pima County also realized that our alternative education programs were not included in this measure. We have a strong system for high school dropouts but they are in silos. Dalila Perez explained that the report information runs several months/quarters behind.

VI. Rapid Response Updates (May, June, July) and U.S. Employment Snapshot (June)

The committee reviewed reports and Rose Capono reminded the Committee that these reports are also available in the WIB monthly meeting packets. We do have new negotiated goals and they are similar to last year.

VII. Eligible Training Provider List (ETPL): no new providers

VIII. 05/09/14 WIB Retreat "Performance and Accountability Committee" Breakout Session  
To be discussed at next meeting.

IX. Next Meetings: October 9 and December 11, 2014

X. Adjourn: 8:55 a.m.

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