



## Performance and Accountability Committee

Thursday, October 9, 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  
Judy Clinco  
Doug Jones

#### **Members Absent**

Wilette C. Diggs  
Chris Hazen-Molina  
Kari Hogan

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

Charles Casey                      Diana Garcia  
Anna M. Cunes                     Dorothee Harmon  
Dalila Perez

- I. Call to Order: Rose Capono, Chair, 8:07 a.m.
- II. Action Item: August 7, 2014 Meeting Summary reviewed.
- III. Workforce Investment Act (WIA) Youth Performance Procedures and Transition to Workforce Innovation and Opportunity Act (WIOA): Dorothee Harmon explained that Pima County staff had a series of consultations with the One-Stop's youth program partners and issued a new performance related set of procedures. The procedures went out for comment and were finalized last week. This frames some of the corrective actions that Pima County will be taking to ensure that we do not fail the Youth Literacy and Numeracy performance measure. One of the additional corrective actions includes the Exits. The measure is defined as of those out of school youth, who are basic skills deficient at Entry in to the program, it is the number of those who increased one or more educational functioning levels, divided by the number that completed one year in the program or Exited before completing one year in the program. For example, if a youth goes to One-Stop and requests training, who is not in school, and they have already attended a college and know the certificate program that they want to enroll in, if they score below the 9<sup>th</sup> grade level in any area of the educational assessment, that youth will go into this measure. All participant Exits

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require program manager review including “Hard” Exits, “Soft” Exits, a Youth Program Manager will coach Workforce Development Specialists (WDS) in the use of the “Gap in Service” function in lieu of Exit for clients with temporary challenges or hardships, and “Exclusionary” Exits. Enrollments and Exits will be monitored very closely by program managers.

The measures will continue to be in effect for the first year of WIOA which begins July 1, 2015.

We also have correction action in the area of service strategies. We defined and instructed all the youth partners and contractors that the youth who fall into the category of out of school and basic skills deficient, must have an individual service strategy that will address that basic skills deficiency basically as a condition of enrollment into the program. Judy Clinco asked if it is the WDS who is responsible for developing the strategy and Dorothee Harmon confirmed yes. We have a lot of youth in our back log that we have discussed in the past, and who received services out of sequence. These are procedures to tighten and address all those design flaws. The agency and WDS is responsible for tracking the post-testing.

The Pima County Intake Team will ensure that pre-tests are given prior to the date of first youth service (participation date) and that this is reflected accurately in AJC.

One more corrective action is to tighten the contractor reporting that is already expected and laid out in the contracts. Contractors do report monthly on their participants and their status by the fifth working day of the following month, but Pima County laid out procedures to clarify how it actually works when everyone is entering data in to centralized databases. Pima County’s Management Information System (MIS) staff initiates the reports and the expectation is for the contractors to review and reconcile and certify that information is correct.

The last corrective action that we have taken so far is new activities to increase the co-enrollment of out of school youth who are basic skills deficient, engaged in the Las Artes Arts and Education Program, and who has had some co-enrollment at a later fase when the youth are approaching GED attainment and placement into employment, but that does not capture them when they are still basic skills deficient. So we were not getting credit for a lot of work that we were doing that would have aced this measure. A similar situation exists with the One-Stop’s charter school. It is more complicated than just letting the silos operate on their own but we are taking steps to do more co-enrollment so we get credit in the WIA system for what we are doing in the area. Judy Clinco asked how many active youth are there at any given time and Charles Casey replied 657 - which is high.

- IV. State Corrective Action Plan – Dorothee Harmon reported that Pima County received the state Corrective Action Plan which is due October 27, 2014. Pima County will document the actions taken, identify any additional needed actions needed and submit to the state. This will be followed by a technical assistance session. Charles Casey said he believes that the new eligibility requirements for new clients may be effective 07/01/15 but the current performance measures will be used until 06/30/16.

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V. WIA Monthly Reports: August and September

A. Agency Reports

June 30, 2014 – Dorothee Harmon explained that this year end report – the white section – reflects the WIA state database and Pima County staff waited until now to run this because Exits in that system and therefore placements, do not get reflected in reports until they have been in there for 90 days. So because of that lag, we can not really start to analyze how we did last year until we see that 90 day figures and then we have to reconcile. The yellow section is what the contractors are required to report and reconcile, and based on those figures, there are three agencies that we are looking at and asking them to analyze the numbers to see if their performance will need a corrective action plan. The agencies include Goodwill, PPEP and Tucson Youth Development (TYD). This report will be reconciled and a revised report will be provided to the Committee. Average Placement Rate (APR) is Pima County's number that has been in their contact. Rose Capono would like to see the actual APR that is in each agencies' contract so the Committee can compare the percentage against the APR being reported. Dorothee Harmon said it is about 75%. Charles Casey mentioned that there is a simple process to request a corrective action. Judy Clinco commented that in regards to the projection of the wages, when we are putting so many people into low paying jobs, even \$13.98 is high. Dorothee Harmon said another factor that needs to be analyzed with the placement rate is what is the flow through and did the agency keep Exiting people or is that really a reflection of people moving out of the program or are they holding on to unsuccessful participants and not Exiting them. Diana Garcia said the Exit Warning Reports are helping because if we do not get the Reports, it will affect the performance measures and she believes that what was happening with agencies was that a lot of Exits that should not have been Exited, were being Exited.

August 2014 – Dorothee Harmon said the closures that drive the performance are too small to be significant measures in most cases.

September 2014 – Dorothee Harmon said this is a tool to see how many Carried In Clients we have and as Charles Casey mentioned, we are looking hard at these. Doug Jones asked if we are waiting for that information to catch up. Dorothee Harmon said the Participant Tracking System (PTS) numbers - yellow area - should be real time and where we stand. Rose Capono asked if there were any issues with agencies not keeping up. Charles Casey said that some of the case managers who deal with people may have a difficult time reporting and documenting the required information so Dalila Perez's Exit Warning Reports are very helpful so case managers can make sure that information has been entered. Dorothee Harmon said the comparison is what drives the reconciliation process.

Dalila Perez pointed out that during July and August of the new program year, when we go back to the 90 day Exit stand, you will notice that once in AJC it starts to automatically Exit those clients and it shows on the report that we transferred from July to the new program year, once these Exits start hitting the reports you will see that our numbers will start going down because these Exits are going to be removed from the Active to last year's program year. After October 2014, the numbers will look better and be available at the December 11, 2014 Performance

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and Accountability Committee meeting. Rose Capono said the 2015 committee meetings day may change to allow Pima County staff and the agencies time needed to provide the data.

B. Industry Reports – Charles Casey said the information is captured as it relates to industry sectors. Charles Casey said most of them hire through temporary agencies. Dorothee Harmon said Pima County made a new agreement with Dependable Healthcare last month which is part of the employee transition program - an experimental grant that is with Pima Community College's Health and Human Services. It is a small group of 8 or 9 people. It is a business model at the entry level, brings people in at low wages and provides care-giver training internally at their own expense. They sort out who will stay so they have a strong incentive to increase the retention because they are investing in people whether they stay or not. Pima County entered in to a partnership, to offer new hires for a one week period, the option of enrolling in our program. We are working with them to provide support for training along with coaching and retention skills. This is an interesting new model that we are trying and to introduce new things and not just job placement. Retention is more than half the battle and we are trying to shift and look into the new law when Career Pathways will be a much higher theme that will include multiple legs of training. Charles Casey said under the new law, Pima County can use up to 20% of the Adult and Dislocated Worker funds to train incumbents. There is still a lot of ambiguity but it should be interesting to see. Doug Jones mentioned that Raytheon is doing more outsourcing. Rose Capono asked how can Pima County partner with staffing agencies.

C. Pima County One-Stop Summary Reports – Charles Casey mentioned that it is still too early in the year. Judy Clinco asked if a New Clients for the Month column can be added so that number can be compared to New Clients for the Year.

VI. Rapid Response Update: The August 2014 report had one event that included the City of Tucson laying off 14 people whose positions will be outsourced. Dorothee Harmon said Pima County now has ongoing Rapid Response activities at Davis-Monthan Air Force Base (DMAFB). For those retiring or separating from the Air Force, there is a Transition Assistance Program (TAP) that helps by providing transition counseling, career planning and development of job search skills. Workshops, seminars, and individual counseling sessions show them how to civilianize their Air Force skills and market them effectively. It is a five day program and a One-Stop representative makes a presentation as part of the program. There is a TAP event held prior to the five day program that is a resource fair and One-Stop also staffs a table at the events. One-Stop is connecting with people to let them know about the good job opportunities in Pima County and to make sure they are aware that local employers do want to hire veterans. Pima County staff is planning an off base event so more in depth information can be made available regarding career paths, training options and career opportunities and so Pima Community College can be invited to participate because training providers are not allowed on base. Pima County staff meets quarterly with the airman support center – support personnel. The military personnel route everything through the airman support center. Pima County can pay for these activities with Rapid Response funds and if we exhaust these funds, there is

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national emergency funding that Pima County can apply for if DMAFB will collaborate with us.

VII. Eligible Training Provider List (ETPL)

A. No new providers.

B. Charles Casey explained how under both WIA and WIOA, ETPL programs are subject to Performance Measures.

1. For WIA it is just for sponsored WIA clients. Most states have had ETPL Performance Measures “waived” under WIA. This may not occur under WIOA. It could push us away from occupational training and they talk more about apprenticeships which is an alternative.
2. For example, under WIOA, the percentage of program participants who are on nonsubsidized employment during the fourth quarter after Exit from the program. In other words...of the people who leave the program during a calendar quarter – how many are unemployed for the calendar quarter?
3. Where does data come from?
  - a. If WIOA is like WIA, the data will come from an electronic crosswalk with the Unemployment Insurance database, which records a person’s wages.
  - b. The reporting lag is one or two quarters.

VIII. 05/09/14 WIB Retreat “Performance and Accountability Committee” Breakout Session

A. The Committee reviewed notes and Rose Capono asked if there is any training that the agencies need? Judy Clinco said it has been the same agencies for a while. Dorothee Harmon said Pima County provides a lot of training on performance measures. Diana Garcia said they go over a lot of things and had a training session for all case managers. Wrap up meetings normally include discussing reports, reminding about validation, monitorings and findings, and the importance of entering cases in AJC. We try to meet regularly to remind the case managers that the case notes are important and need to be entered in AJC. Eddie Saavedra has suggested to Diana Garcia, that she meet with the agency and the case manager if needed. Dorothee Harmon said that there are the data entry and organizational skills and the human services skills so we also updated the professional development goals for each WDS. We explored a few different pathways and held a practioner training from an organization called the “Ahaa!” process that mented the Bridges Out of Poverty concepts. It looks at economic class in addition to more traditional topics related to poverty and that focuses on the individual in poverty and the ways in which poverty is a cycle and a trap. It offers strategies for practitioners to help break that cycle by engaging more types of resources and to offer a more holistic approach. We have also done some short activities in motivational interviewing and we have an ongoing offer from Community Partnership of Southern Arizona Behavioral Health Authority to send people to their trainings that they offer on topics like motivational interviewing and counseling skills. We have a labor market aspect that we are looking at with the

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career pathways and the new law. We have professional development that we need to be doing going forward this year on the new law and also on these themes. It does not only relate to making a career plan and understanding the labor market dynamics, but also understanding higher education and how credential choices make a difference to longer range opportunities. Having Pima County staff to understand the transfer pathways and choices will help to make them be better counselors. Charles Case confirmed that Staff Development is always included in the contracts. Judy Clinco asked if agencies would be able to attend an informational meeting prior to the RFP and said she believes the RFP is often difficult to translate. Charles Casey said after the RFP is released, technical assistance is offered and vendors who want to be on a list are notified months in advance. Dorothee Harmon said that any organization that is interested in being involved with the Pima County One-Stop should be studying the WIOA now, so they are ready for an RFP process and any opportunities. Charles Casey will ask the Pima County Procurement Department if Pima County would be able to conduct a public meeting for agencies needing to understand the process and the information that is required. Dorothee Harmon said the WIB may need to schedule a meeting or symposium to explain the new law. Charles Casey said for this committee, Pima County receives funding for WIA Adult Dislocated Workers but under the WIOA, we will have our "Core Partners" who are our Best Friends Forever (BFF's) that includes Employment/Job Service, Adult Education, and Vocational Rehabilitation. The new law says the partners will plan together, use the same performance measures and that the WIB will receive performance reports from all partners.

Rose Capono referred to the discussion in regards to it being important to get to know the providers and for the committee to share positive outcomes with the WIB. Judy Clinco reported that in 2012, each committee member did make site visits to the agencies and reported back to the committee about their experience with the agency (i.e., what is working, is there anything more that can be done to support the agency, how programs work, any obstacles). Doug Jones said he believes that the visits do help to get to know and understand the agencies. Rose Capono said the committee will plan to visit three agencies in 2015. Charles Casey said the new measure will end in 2016 and the new law shifts us to the Out of School Youth emphasis.

- IX. Next Meeting: January 8, 2015
- X. Adjourn: Rose Capono, Chair, 9:40 a.m.

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