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## MEETING OF THE PIMA COUNTY WORKFORCE INVESTMENT BOARD (WIB)

### Performance and Accountability Committee

Wednesday, April 18, 2018, 8:30 a.m.

State of Arizona Regional Complex, Arizona Department of Economic Security (D.E.S.)  
4<sup>th</sup> Floor, Suite 420, Meeting Room 446, 400 W. Congress Street, Tucson, AZ 85701

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### Meeting Minutes

#### **Members Present**

Julie Neff-Encinas  
Laurie Kierstead-Joseph  
Daphanie Conner  
Michael Gates

Glenda Roark  
Wilette C. Diggs  
Christopher Tafoya

#### **Members Absent**

Aric L. Meares, Chair  
Kari Hogan  
Rose Grijalva  
Peggy Castano

#### **Guests Present**

Dorothee Harmon  
Anna M. Cunes

Dalila Perez  
Desiree Galaz

- I. **Call to Order:** Glenda Roark called the meeting to order at 8:39 a.m.
- II. **Action Item:** To Approve the 03/21/18 WIB "Performance and Accountability Committee" Monthly Meeting Minutes. Wilette C. Diggs motioned to approve; Daphanie Conner seconded the motion; and all were in favor.
- III. **ARIZONA@WORK Pima County One-Stop Program Monitoring:** Julie Neff-Encinas asked about the status of the Job Center Certifications.

Michael Gate reported that he met with Service Providers' staff and reviewed files to make sure they were completing background checks, posting OE information and minimum wage information.

Pima County staff monitored five client files from adult, dislocated worker, and youth programs to ensure that required documents were in each file as required under WIOA and they confirmed that all the information was also recorded in AJC and PTS.

Reports were completed for each Service Provider and there were only a couple minor issues.

Central Registry background checks are required in addition to the Fingerprint Clearance Cards and updates are required annually. Several Service Providers were not aware of the requirement for the additional Central Registry background checks so this monitoring helped to make those who were not aware, to be aware.

In regards to Performance, some of the Service Providers will be placed on a Correction Action Plan because their numbers aren't looking like they are going to meet their Performance Goals. The Corrective Action Plans are being addressed so they will be sure to meet their Goals before 06/30/18.

Daphanie Conner reported that overall, all the Youth agencies were ok. Pima County staff monitored the 2017 Summer Youth Employment programs, General Funds programs, and WIOA activities. Some files just needed organizing at a couple of the Service Providers.

Pima County staff will be conducting ongoing desk audits to make sure files are properly kept and in order.

Glenda Roark reported that Vocational Rehabilitation Services no longer has paper files, they only have electronic files.

Julie Neff-Encinas reported that Pima County Adult Probation conducts internal monitoring and when she first started working, she discovered several things that needed to be corrected. Now after two years, she finds very few things that need correcting.

Desiree Galaz reported that the State will be conducting targeted monitoring this week for Eligibility Monitoring. The Eligibility Monitoring is conducted annually and the program monitoring is conducted more regularly.

Wagner-Peyser used to monitor their files monthly and now they conduct weekly monitoring.

Dorothee Harmon reported that Dalila receives weekly alerts to help staff to keep on top of their clients.

Dalila Perez reported that on Mondays, she runs a No Participation Report in AJC to make sure Exit Questions have been entered along with any additional client information that may need to be entered.

Dalila also receives "clean up reports" from AJC. For example Measurable Skill Gain information may be missing or 15 days before a client who needs to be moving to the next step in the process, or someone who has become employed and needs to be Closed.

Dorothee Harmon mentioned that Pima County staff are getting ready to monitor the Eligible Training Providers (ETP). Staff will compare a list of clients to the ETP list of clients to confirm those clients are receiving funding for the training. The monitoring will include ADA requirements, partnerships, and placements.

- IV. ARIZONA@WORK Pima County One-Stop Partners' Monthly Reports –** Required Core Program Partners, Required Other Partners, and Optional Additional Partners: The Committee reviewed the March 2018 Report.
- V. ARIZONA@WORK Pima County One-Stop Monthly Reports for Program Year 2017-2018:** The Committee reviewed the Reports.
- A. The Month Services and One-Stop Summary Reports for March 2018 who the One-Stop system's Title I activities.
  - B. The Service Providers' Report shows Performance in real time in the yellow highlighted areas and the AJC data that has a 90-day lag time, is on the left in the white areas.
  - C. Dorothee Harmon reported that B/E Aerospace is closing and the Rapid Response Team has a 05/17 presentation scheduled. Rockwell Collins, Inc. is acquiring the Florida-based B/E Aerospace which employs nearly 900 workers making luxury aircraft interiors in Tucson.
  - D. Marana Unified School District decided to not close Thornydale Elementary.
  - E. Julie asked about Toys R Us and Dorothee Harmon replied that a special report may be requested by the State. A liquidator hired the 70 employees, per Nils Urman.
  - F. Dorothee reported that Nils Urman said that Alicat Scientific, the fastest flow controller company in the world, had laid off 20 people and the Business Services Team will reach out and let them know about the ARIZONA@WORK Pima County One-Stop Rapid Response services.

Julie announced that the Second Chance committee is hosting a luncheon on 05/09/18 for employers to listen to success stories and to help encourage them to participate in the 09/27/18 Job Fair and to hire the Returning Citizens. The luncheon is also an opportunity for the Committee to explain to the employers as to how to prepare for the Fair.

Glenda reported that the recent Jobertising Job Fair that was at the Doubletree Hotel had low attendance by job seekers while she was there, but there were some good employers.

Laurie reminded the Committee that 05/31/18 is the day for anyone who has earned a GED, to be a part of the commencement and walk. If graduates notify PCC before the deadline, their name will be listed in the program. All the Partners are invited to participate in their Resource Fair that also happens on this day.

**VI. Next Meeting:** Wednesday, May 16, 2018

**VII. Adjourned:** 9:31 a.m.