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

**Performance and Accountability Committee**

**Wednesday, June 20, 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**

Kari Hogan, Title I YouthBuild  
Gary J. Garcia, SNAP  
Michael Gates, Title I-B DW  
Lisa Verdugo, Workforce Supervisor, Az DES  
Laurie Kierstead-Joseph  
Aric L. Meares, Chair (last meeting) and  
Pima County WIB, new Chair as of 07/01/18

**Members Absent**

Wilette C. Diggs	Daphanie Conner
Julie Neff-Encinas	Peggy Castano
Rose Grijalva	Glenda R. Roark

**Guests Present**

Dorothee Harmon	Charles Casey
Dalila Perez	Anna M. Cunes

- I. **Called to Order:** 8:33 a.m., Aric L. Meares, Chair. Aric welcomed and introduced Mark P. Vitale, Campus Director, University of Phoenix Southern Arizona Campus, and WIB member, who will begin serving as the Performance and Accountability Chair as of 07/01/18.
- II. **Action Item:** To Approve the 05/16/18 WIB "Performance and Accountability Committee" Monthly Meeting Minutes. Gary J. Garcia motioned to approve; Lisa Verdugo seconded the motion; and all were in favor.
- III. **ARIZONA@WORK Pima County One-Stop Program Monitoring Updates:** Lisa Verdugo reported that Title IV Vocational Rehabilitation Services (VRS) has a lot of subcontractors so their monitoring may not be completed.

Kari Hogan reported that PPEP's 2018 Summer Youth Programs are being monitoring this week.

Dorothee reported that the Eligible Training Providers' monitoring is complete and there will be a report available after some corrections are completed by the end of this week.

**IV. ARIZONA@WORK Pima County One-Stop Partners' Monthly Report** – Required Core Program Partners, Required Other Partners, and Optional Additional Partners: The Committee reviewed the April 2018 and May 2018 Reports and Dorothee Harmon mentioned that the 2,814 Title I-B Adults who are in the current case load as of May 2018 is a high number.

Aric explained to Mark and reminded the Committee that Pima County staff collects monthly data from all the One-Stop Partners.

The Committee receives the monthly Reports via email from Anna M. Cunes prior to the meeting and may contact a Partner if there are questions or concerns about the data.

The Reports and data are one way for the Pima County WIB and the One-Stop system to demonstrate their efforts to connect employers and job seekers and how the Partners are collaborating and connecting people to jobs, education, and training.

As stated in the Pima County Workforce Development Plan 2016-2020, the collection and monitoring of this data is a strategy developed as one of the ARIZONA@WORK Pima County workforce development system's efforts to connect local strategies to the State Plan, and this data and monitoring is how the Performance Committee gets to be involved.

Kari Hogan mentioned that PPEP's YouthBuild program is a 10-month program so the data doesn't show change.

Charles Casey said that the Title II Adult Education and Literacy Partner, Pima Community College (PCC), must enter data in a State Department of Education database and PCC has plans to create a local database.

Laurie Kierstead-Joseph said the data is always a concern. PCC is early in conversations for two new Integrated Basic Skills programs and IBEST works close with Title I and Title II. Some of the students need basic skills support and some need to earn their GED. Mechatronics and Medical Assistant will be their next IBEST programs. Program planning and recruitment is underway.

Charles Casey also mentioned that Pima County CSET is seeking a new information management system for the Pima County Community Action Agency (CAA) Emergency Services Network (ESN) and Community Services Block Grant (CSBG) programs. The system will be obtained through a Pima County Procurement process and Casey asked Kari to be sure and alert any vendors who may be interested.

Laurie Kierstead-Joseph reported that the Arizona Department of Education is releasing an RFP in 2019 for a database vendor.

Aric asked what type of actions can the WIB take to help with the issue of having multiple databases that do not work together and Charles Casey replied that one of the One-Stop Operator's (OSO) duties includes to review the One-Stop system customer flow system

and to recommend efficiencies to the Partners. The OSO is looking into a common database with the One-Stop Partners.

Gary J. Garcia asked Casey to confirm that for the 2,700 who are ex-offenders, that they engaging with the Re-Entry program. Dorothee replied that they are provided with assistance under the LEAP grant and not everyone comes out of the State Prison. The individuals who may come out of a federal program, are supposed to go through a program but not all of them do.

There is a disconnect between federal, state, and local organizations which causes additional barriers for the returning citizen. Gary asked what is being done to help eliminate the confusion. Charles Casey said that after the 02/09/18 WIB meeting, the Reentry Panel Guests and some WIB guests have been meeting to help improve the relationships and establish partnerships to benefit the returning citizens.

Kari Hogan reported that YouthBuild is out and partnering with AJC. PPEP, Inc. is adding a Construction+ program. Kari met with Bombardier on 06/19/18 and PPEP, Inc. is trying to have it up and running in July 2018. Kari has learned that after working with industry employers they do not respond well to the word "youth" so she has learned to use "young adults" which seems to be getting a better response.

Michael Gates reported that for someone looking into the training which involves orientation, intake, TABE, and an Employability Skills Workshop, they are assigned to a WDS. It is a time consuming process. We do experience some no call or no shows during the six weeks of this process. It can be up to six weeks by the time the individual will complete the training process versus taking about 3 weeks in the past. There is an Intake process for a layoff and we are working on how to not make the employees go through nearly 2 months of training before they can actually get started or placed. There may be more Placements to be entered in the database but the WDS doesn't have the time to enter the Placements.

Dorothee Harmon announced that she is leaving the Pima County CSET Department and going to work for a newly established Pima County Grants and Innovation Department. She said it has been great working with this Committee, she will be in her new position in July 2018, and she does not mind if the Committee needs to contact her for information.

Lisa Verdugo said she gives Kudos to everyone and appreciates all the work that is being done. D.E.S. is aware of the collaborations and all Partners have been very beneficial. Placements that get recorded are not accredited only to D.E.S., they are accredited to the Pima County One-Stop system and the Partners. She believes that at the State level, Pima County is being noticed and recognized for their good work.

Gary J. Garcia reported that their individuals are lacking basic skills and when the individuals are made aware of it, they do not enter the workforce, and then they may lose their SNAP benefits. In April 2018, a program started and ended last week for SNAP recipients. The collaboration with PCC worked very well. And it was very successful and proved the good benefits of the collaborations.

Aric said the Reports are provided to the WIB during their monthly meetings, it helped him a lot when each Partner took time to explain when and what they are able to report, and Pima County staff keeps data-reporting notes on the spreadsheet.

- V. ARIZONA@WORK Pima County One-Stop Monthly Reports for Program Year 2017-2018 and May 2018:** The Committee reviewed the May 2018 Reports and noticed the Youth Placement Rate is up at 70% compared to last year and was at 50% for the same time period. The overall Placement Rate is up 6%.

Dorothee mentioned that years ago and on the Dislocated Worker (DW) side, Pima County had 800 people on a waiting list.

Charles Casey said some people take longer to go through some basic skills training and it is a good problem to have.

Aric explained that the Service Provider Reports are generated and provided by Pima County staff so the Committee may conduct monthly oversight of their Performance. The Arizona Job Connection (AJC) data has a three-month lag time. The Pima County Participant Tracking System (PTS) data is highlighted in yellow and is real time data. This Report is not provided to the WIB.

Aric mentioned that the Arizona Job Connection (AJC) information management system is managed at the state level by Arizona D.E.S. staff and D.E.S. staff also manage the state's Eligible Training Provider List (ETPL). There is some Pima County ETPL data that has not been made available yet even though it is part of the Committee's responsibility to conduct oversight for local training activities provided by the Pima County ETPs. Aric requested that Pima County staff should continue efforts to obtain the data for the Committee that will provide the percentage of participants in a training program who received training services and obtained unsubsidized employment in a field related to the training received.

Dorothee Harmon explained that the Arizona Department of Economic Security (D.E.S.) has statewide oversight of the ARIZONA@WORK workforce development areas and has administrative entity responsibilities of the WIOA Title I-B Adult, DW, and Youth Programs in Arizona. These responsibilities include fiscal controls, grant management, participant data collection and tracking, reporting to the U.S. Department of Labor, monitoring, service provider training, technical assistance, and policy interpretation and development.

Dalila Perez has requested the participant-related data from the Pima County ETPL and D.E.S. replied that they have Dalila's "ticket" is in line with other data requests.

Charles Casey said he is creating a letter to request the data again and to express Pima County's concerns again along with some additional issues.

- VI. New WIB Chair and WIB Performance and Accountability Committee Chair:** Aric announced that he will be the new WIB Chair as of 07/01/18 and this will be his last Committee meeting as the Chair. As past Chairs have done, he will attend all the Committee meetings as his time allows.

Thank you, Mark for taking over as the Chair of this Committee as of 07/01/18. Aric said he learned a lot by being the Chair of this Committee and knows it will be a good experience for Mark and all the Committee members.

**VII. Next Meeting:** Wednesday, 08/15/18, 8:30 a.m.

**VIII. Adjourned:** 9:35 a.m. and Aric thanked everyone again.