



Pima County  
Workforce Investment Board

QUALITY JOBS. QUALIFIED WORKERS.

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

### Performance and Accountability Committee

**Wednesday, September 19, 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 Summary

#### Members Present

Dr. Mark P. Vitale, Chair  
Maria Sopher  
Peggy Castano

#### Members Absent

Kari Hogan	Daphanie Conner
Glenda Roark	Michael Gates
Rose Grijalva	Laurie Kierstead-Joseph
Wilette C. Diggs	Julie Neff-Encinas

#### Guests Present

Dalila Perez      Ginny Seltneright  
Anna M. Cunes

- I. **Called to Order:** 8:40 a.m., Dr. Mark P. Vitale, Chair
- II. **Action Item:** To Approve the 08/15/18 WIB “Performance and Accountability Committee” Meeting Minutes. Not approved due to no quorum.
- III. **Eligible Training Providers’ Performance:** Dalila Perez reported that the Pima County Administrative Support Staff are continuing to review applications as they are received.
- 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 Reports and the June 2018 Report needs to have the Vocational Rehabilitation Services (VRS) data entered. Mary K. Boegemann reported the VRS 2017-2018 year end numbers during the 09/14/18 WIB monthly meeting. Anna M. Cunes reported that Laurie Kierstead-Joseph, Pima Community College (PCC), reported on 09/15/18, that PCC is working with their state representative to resolve a data issue that is causing delay in their monthly report to the WIB. They anticipate it will be resolved early next week.

In an effort to collect data on or before the 15<sup>th</sup> of each month, Anna will send a reoccurring “task” to All Partners and Mark will provide the instructions, information, etc. for the email to be sent.

**V. ARIZONA@WORK Pima County One-Stop Monthly Reports** – Title I Adults, Dislocated Workers and Youth One-Stop Summary Report and Month Services Report: Peggy Castano, Adults Program Manager, Rio Nuevo Service Center, pointed out that the Apprenticeships number went up from 2017 to 2018 on the One-Stop Summary Report Customer Service Levels Report.

WIOA Service Providers/Agencies' Report: Peggy reminded the Committee that the yellow highlighted areas show data that has been recorded in the Pima County Participant Tracking System (PTS) information management system. The white areas to the left, shows the data that has been entered into and generated from the Arizona Job Connection (AJC) information management system and it has a 3-month lag time.

Peggy complimented The Tucson Urban League (TUL) for their reported Placement Rate and reported that the TUL's HBI Pre-Apprenticeship Certificate Training Program is on the Pima County ETPL list now.

Anna will ask Debra Embry if she or another TUL representative would like to attend the 10/17/18 Performance Committee meeting and talk about how they have obtained their good number of 32 Placements and why they believe that their Weighted Average Wage is lower than the Contracted Average Wage at Placement.

Mark suggested that maybe the Committee should look at the year end numbers for 2017-2018 before the TUL is invited to a Committee meeting. There are 1,722 Contracted Total Placements and for example, PPEP, Inc. has a Contracted Number of 460 Placements and reported 19.

Tucson Youth Development, Inc. (TYD) has a Contracted Number of 180 Placements and reported 9.

COPD Wages are above the contracted amount which is good along with DKA, Inc.

Most Service Providers are 5% points off an away from meeting their performance goals.

Mark suggested that the Committee may want to meet with the Service Providers and ask them to explain poor performance so the Committee may understand the reason(s).

Mark reported that Pima County staff conducted on-site monitoring visits to each of the Service Providers during the Spring of the 2017-2018 Fiscal Year to confirm that the Service Providers are serving clients, and fulfilling and documenting activities per their contracts. If there were any areas of concern, Pima County staff met face-to-face with the Contract representative and issued corrective action letters. Mark suggested that the Committee should review the corrective action letters during the 10/17/18 Committee meeting.

Mark also suggested to the Committee that the Committee should begin working with and supporting the Service Providers now to help them meet and exceed their 2018-2019 performance measures so they do not face the same corrective action issues. The Committee would need to review a Report to use as a starting/status point.

Dalila Perez suggested that the Committee should look at a Quarterly Report and decide which Quarter to use as a status point:

1st Quarter = July, August, September 2018 – not much data;

2<sup>nd</sup> Quarter = October, November, December 2018 – a little more data;

3<sup>rd</sup> Quarter = January, February, March 2019 – should have good activity; and  
4<sup>th</sup> Quarter = April, May, June 2019 – should be reaching goals.

Mark said that if the Committee to schedule a Strategic Planning Retreat for the Committee members and Service Providers on January 16, 2019 for example, the 2<sup>nd</sup> Quarter = October, November, December 2018 data could be used.

The Retreat agenda may include:

All the fun of the managing and reporting data and meeting performance measures.

Retreat and Refreshments could follow a theme such as Virgin Mamosas and a Breakfast.

Introductions, Best Practices, and Technical Assistance

Peggy Castano said that she could make the announcement of the Retreat to her staff and Pima County management staff.

The Committee will discuss and plan more during the 10/17/18 meeting.

**VI. Next Meeting:** October 17, 2018

**VII. Adjourned:** 9:39 a.m.