



Meeting of the Pima County Workforce Investment Board (WIB)

Performance and Accountability Committee

Wednesday, September 18, 2019, 8:30 a.m.

University of Phoenix, 300 S. Craycroft Road, Tucson, Arizona 85711

Meeting Minutes

Members Present

Dr. Mark P. Vitale, Chair
Laurie Kierstead-Joseph

Glenda Roark
Maria S. Sopher

Members Absent

Kari Hogan
Rose Grijalva

Guests Present

Dan Sullivan
Marcelino Flores
Victor Cardenas

Michael Gates
Anna M. Cunes
Bhavin "Bryan" Kapadia

I. Called to Order: Dr. Mark P. Vitale, Chair, 8:40 a.m.

A. Mark shared information about the 08.09.19 WIB Retreat and the "Performance Committee" goals that were determined by the WIB members and guests who attended the "Performance Committee" Breakout Session:

1. Strategy to encourage employers to align development of their incumbent workers with career pathways.
2. Ongoing, quarterly review of contracted providers performance with new metrics.
3. 2020 Innovation + Opportunity (I+O) Conference for contracted Service Providers, Required and Other Partners, WIB members, key stakeholders, and Pima County staff.

Marcelino reminded the Committee that the state is currently working on the development of the Arizona State Workforce Development Plan and reported that during the Working Group Strategy Discussion, they discussed how the state will support In-Demand occupations including developing career pathways, collaborative projects between agencies, etc.

B. Mark will provide his 08.09.19 WIB Retreat sign-in sheet to Anna. Anna will follow up with the WIB members and guests who attended Mark's session and

ask them if they are interested in being considered for appointment to the WIB Performance Committee.

WIB By-laws state: Members of each committee will, to the greatest extent possible, possess expertise in the topic areas or tasks of the committee.

Any member who works or contracts with or represents the ARIZONA@WORK Pima County One-Stop may not serve on any committee that oversees the ARIZONA@WORK Pima County One-Stop system.

In consultation with the Director of CSET, WIB Chair appoints chairs of committees and all committee members.

- II. Action Item:** To approve the 07/17/19 WIB "Performance and Accountability Committee" Meeting Minutes. Glenda Roark motioned to approve with revisions recommended by Michael Gates for III.B. and Laurie Kierstead-Joseph for III.C.3.; Maria S. Sopher seconded the motion; and all were in favor.

- III. Review and Compare Arizona Job Connection (AJC) and Participation Tracking System (PTS) Quarterly Data for ARIZONA@WORK Pima County One-Stop Service Providers for Program Years 2017-2018 and 2018-2019:**
July, August, September 2018
October, November, December 2018
January, February, March 2019

The Committee will review reports that will be available during next meeting.

- IV. Review AJC and PTS Fiscal Year Data for ARIZONA@WORK Pima County One-Stop Service Providers:** 07/01/18 to 06/30/19 report reviewed by Committee.

- A. Marcelino discussed the AJC Report that was generated for 07/01/18 to 06/30/19 and said that the Workforce Development Specialists may or may not be consistent when entering Occupation Codes.
- B. Maria S. Sopher said matching the O*Net Code is sometimes a challenge and Victor Cardenas confirmed that Title III staff are working hard to follow up and obtain accurate information from clients.
- C. The Committee discussed the types of strategies that the WIB may be able to deploy to help individuals who may be working and are not able to move up in within their current employer and/or industry.
- D. Michael Gates said that the Business Services Team works with the employers to help the employers to help their employees.
- E. Laurie asked what is the data driving the need for the Performance Committee to do this?

- F. Michael said the Incumbent Workers are not in the current performance measures.
- G. Marcelino said that WIOA states that competitiveness is not being tracked. The business competitiveness is also supposed to be tracked. Pima County recently drafted the ARIZONA@WORK Pima County One-Stop Incumbent Worker Guidelines. Some businesses do not want to reveal their financial information.
- H. Laurie mentioned the priority Occupations in the Career Pathways Guidelines and that there is a huge demand for the entry level caregivers.
- I. Incumbent Workers are being entered in AJC but they are not entered as a DW.
- J. Dan Sullivan said the Business Services Team (BST) and One-Stop staff are serving DW who walk in off the street. The BST is who should carry out this activity for the Committee.

Mark summarized that the Committee has observed that there are holes in the data around the Incumbent Workers because they do not community with the system and they are not in the performance measures.

Failure of the Career Pathways could be affected by the lack of data.

If CSET has a strategic interest to broaden the BST to include this population. The opportunity would be that figuring out a way to address the data holes and how the Performance Committee may best address the concern.

Glenda mentioned that Title IV must do follow up with clients for 12 months after Exit.

Marcelino asked about the salary information that is entered in to AJC. Does the WDS enter the annual, monthly, or hourly salary? Glenda and Michael both confirmed that the amount entered is the amount earned for the quarter only.

Michael Gates suggested that in 2 or 5 years, it will be a good time to look at the data that would show how and if the Career Pathways is working for workers and job seekers.

Michael believes that if WDS are aware that the Performance Committee is monitoring the Placements, they will do a better job of tracking clients and entering consistent and accurate data.

- V. **Review AJC and PTS Monthly Data for ARIZONA@WORK Pima County One-Stop Service Providers:** July 2019 report reviewed by Committee.
- VI. **ARIZONA@WORK Pima County One-Stop Job Centers' Monthly Report:** July and August 2019 report reviewed by Committee.

VII. ARIZONA@WORK Pima County One-Stop Partners' Monthly Report(s) – Required Core Program Partners, Required Other Partners, and Optional Additional Partners: Some of the Partners still need to get better with monthly reporting.

VIII. Next Meeting: Wednesday, October 16, 2019.

A. Mark asked if any Committee members would like to meet as a small group before 10/16/19 to discuss and begin planning for the 2019 I+O Conference.

B. Each Title II, III, and IV Partner will look at their data and determine the metrics that would be most affective to track or agree to continue with current data reporting.

IX. Adjourned: 9:44 a.m.