

Measuring Effectiveness and Performance Excellence Committees



Presented
August 2022 (Q3)



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Performance Excellence and Measuring Effectiveness Committees



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Mission Statements

Performance Excellence: The purpose of the Performance Excellence Committee, a standing committee of the Workforce Arizona Council, is to ensure the development and operation of a highly integrated, job-driven workforce service delivery system that contributes to the growth of Arizona's economy by matching the employment needs of job seekers and employers' current and future needs for skilled labor. This includes ensuring the development of a fully integrated model of service delivery, encouraging the use of evidence-based, best and promising practices for service delivery, focusing on continuous evaluation and improvement of services, and ensuring effective outreach, engagement, and access to services for all segments of the population including those with potential barriers to employment. Identifying training and other strategies to strengthen the capacity of local Boards and workforce systems to improve performance.

Measuring Effectiveness: Ensure the workforce system is efficiently and effectively using data to monitor performance and engage in continuous improvement. This includes identifying metrics to measure Arizona-specific vision of the system, connecting metrics to Council policies, creating data connections between core partners, assisting local areas with using data in local decisions and communicating with Council regarding system performance.



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Performance and Accountability Committee

Mission Statement: Ensure the development and operation of a highly integrated, job-driven workforce service delivery system that contributes to the growth of Arizona's economy by matching the employment needs of job seekers and employers' current and future needs for skilled labor. This includes ensuring the development of a fully integrated model of service delivery, focusing on continuous evaluation and improvement of services, and ensuring the workforce system is efficiently and effectively using data to monitor performance and engage in continuous system improvement by identifying metrics to measure effectiveness. Efforts will include effective outreach, business engagement, identifying training opportunities, and ensuring access to services for all segments of the population.



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Members

- John Walters Senior Branch Manager, Liberty Mutual
- Dennis Anthony Chair, Arizona Apprenticeship Advisory Committee
- Jeff Fleetham Director, Arizona Registrar of Contractors
- Larry Hofer VP, Human Resources Cox Communications
- Sheryl Hart Adult Education
- Kristen Mackey Title IV, DES - Vocational Rehabilitation

Action Item: Vote to approve the combined committees, name change and revised mission statement and move to Executive Committee.



Council Annual Report



Plan and Timeline



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Annual Report Update

➤ Background

- Performance of Title Programs and Community College Districts
- Due December 1st (AZ Legislature and Governor's Office)

➤ Review, Data Collection, Draft Report

- MEC, OEO, DES, Stakeholders
- July- November

➤ Approval and Distribution

Action Item: Committee to review for any additional changes by September 30th, 2022



Local Plan Modifications

2020 - 2024



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- Local Plan Modification Cycle Overview
- Project Overview and Approach
 - Timeline/Expectations
 - DES Review Process
 - Status Update



Status Update

LWDB	Plan Modification Status
City of Phoenix	Initial Compliance Review Complete
Coconino	Extension Request Submitted
Maricopa	Initial Compliance Review Complete
Mohave / La Paz	Pending Public Comments
Nineteen Tribal Nations	Extension Request Submitted
Northeastern	Extension Request Submitted
Pima	Initial Compliance Review Complete
Pinal	Recommending for Committee Approval
Santa Cruz	Initial Compliance Review Complete
Southeastern	Initial Compliance Review Complete
Yavapai	Initial Compliance Review Complete
Yuma	Initial Compliance Review Complete



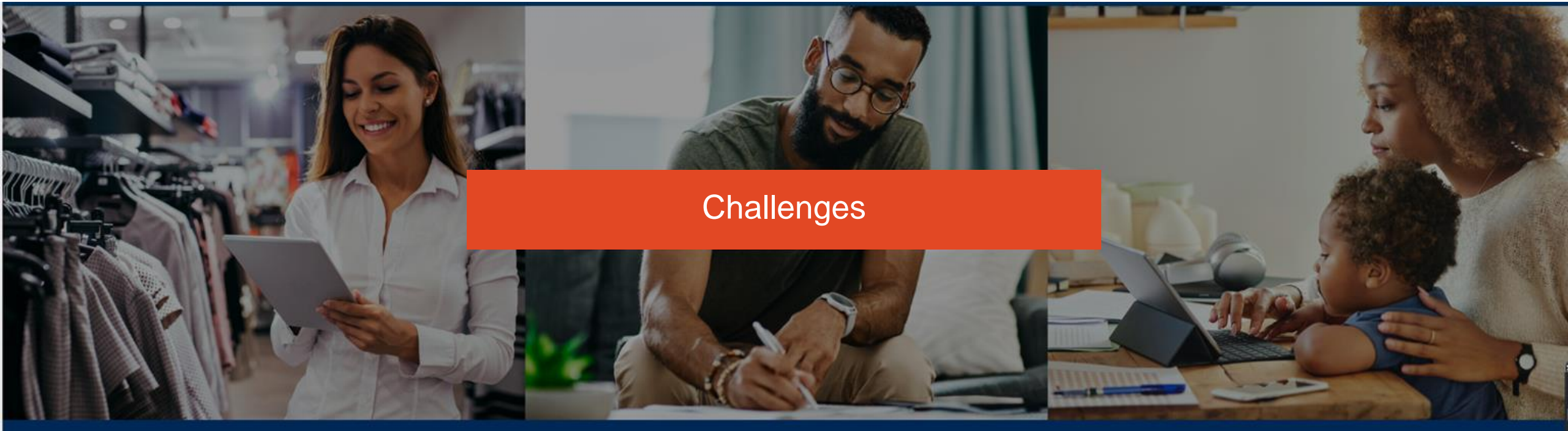
Request for Extension

- NEAZ
 - LWDB Executive Director resignation
 - Extension will allow time for hiring and coordination
- Coconino
 - LWDB members and staff turnover
- NTN
 - Staff turnover
 - Compliance
 - Local Plan still in progress

Action Item: Vote to approve extension requests and completed Local Plan Modifications and move to Executive Committee.



Local Workforce Development Board



Challenges



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NTN Update - Issues Resolved

The Following Issues Cited in DOL Audit from 2019 - Resolved:

- LWDB membership is compliant
 - All members signed conflict of interest agreements
- Executed Consortia and Shared Governance Agreements
- Website updated to comply with Sunshine Act
- Infrastructure Agreement (IFA) negotiated and signed by all partners



NTN Update - Fiscal Agent Designation

- In 2019, the NTN LWDB was the designated Fiscal Agent
- Funds were distributed to each of the 13 Tribes
 - DOL found this lack of a single entity to function as the Fiscal Agent non-compliant:
 - Conflict of interest
 - No oversight to ensure compliance
- DES instructed NTN to designate one entity as the Fiscal Agent



NTN Update - Fiscal Agent Designation

- In 2021, the NTN designated the Pascua Yaqui Tribe (PYT) as the Fiscal Agent for Program Year 2021
- In May 2022, PYT notified the NTN that PYT could not serve as the Fiscal Agent
- On June 29, 2022, the NTN designated Local Arizona First (LFA) as the designated Fiscal Agent
- On August 1, 2022, LFA notified the NTN of that LFA could not serve as the Fiscal Agent



NTN Update - Fiscal Agent Designation

- On August 3, DES notified the NTN DES will conduct a competitive procurement to identify an entity for the NTN to designate as the Fiscal Agent



NTN Update - Fiscal Agent Designation

- Impact on NTN Funding
 - DES issued subawards for PY21 adult and youth funding to the 13 tribes
 - Currently there is a total of \$626,617 allocated from PY21 funds for NTN Board staff and activities that cannot be issued in a subaward by DES as there is no entity to award these funds



NTN Update - Other Items for Compliance

- Job Center Certification
 - Provisional certification approved by Council in February
 - NTN formed a “Business Engagement Committee” to improve communication between employers and tribal entities
 - Survey work group formed to develop survey to improve services for job seekers and businesses
 - Met with OSO and Partners to discuss partnerships and improve referrals
- Local Plan
 - 4 Year Plan from 2020, Submitted but not Approved
 - DES was advised by DOL to use the 2022 Plan Modification to address the items cited in the 2020 Plan
- Procurement of a New One-Stop Operator (OSO)
 - Current OSO submitted notice that they did not intend to continue in that role after June 30



Questions & Comments



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