



Maricopa County Workforce Development Board – Performance Excellence Workgroup Meeting Minutes

Wednesday, February 27, 2019 at 1:30 p.m.

301 West Jefferson Ave, Phoenix, AZ 85003: 10th Floor DCM Conference Room

<https://bluejeans.com/546993469>

Phone: +1.888.240.2560 Conference ID: 546993469

Members Present: Kelsie McClendon, Mark Lashinske, Marie Sullivan, Marla Lazere, Terry Farrell, Elaine Farinas, Moriah Blomfield

Members Absent: Bruce Walls, Jorge Rivero, Shayne Abrahams

Call to Order

Performance Excellence Workgroup meeting initiated by Executive Director, Patricia Wallace, at 1:44 p.m. Management Analyst, Isabel Creasman, took roll; a quorum of the workgroup was present.

Consent Agenda Approval

Patricia Wallace called for a motion to approve all items under the consent agenda. Marie Sullivan made motion. Mark Lashinske seconded motion. All were in favor; the motion carried.

One-Stop Operator Update: Job Seeker Client Initiatives & Metrics for Q1

One-Stop Operator, Chris Menapace and Summer Houston, provided an update of their work. Ms. Menapace mentioned that last year, the OSO worked with all one-stop partners at the one-stop locations to determine their needs through observations, meetings, and audits of the various areas. Following the identification of these needs, title partners were asked to select their “top needs,” those areas that title partners wished to focus on first, and those included: 1. Integrated referral system, 2. Universal intake, and 3. Improvement of collaborative efforts. The OSO began by working on the referral system process with the four core partners. As the blueprint of this process is developed, it will lead to the universal intake system focus area. In addition, through the referral system work, the final focus area, system collaboration, has improved.

The MCWDB has also assigned to the OSO the following functions: 1. ETPL, 2. Career Pathways, and 3. Accessibility. Ms. Menapace noted that with regard to the ETPL, the OSO has audited the list, organized it by industry sectors, and contacted the current manager of the ETPL. The OSO is working on the career pathways topic with the County. The OSO worked on the accessibility function during the past year by assessing and identifying the needs; they are addressing these needs via educational forums.

The Workgroup then discussed how to measure the impact of the OSO’s work on the job seekers. Summer Houston noted that one of the reasons the OSO began with the referral system topic is so they can measure the impact on the job seekers by determining if they attended scheduled appointments. Ms. Houston also discussed the launch of a new partner website. On this website, partners can collaborate, share information, and access information on the activities of title partners. Marla Lazere, the MCWDB’s Title III representative, noted the importance of evaluating the operational processes (in addition to system process), and determining how to streamline those processes.

County Ombudsman Update: Employer Experience Assessment

Lynne Hilliard, Maricopa County Ombudsman, provided an overview of her work to the Performance Excellence Committee. Ms. Hilliard was asked by County and WDB management to evaluate the processes utilized to provide services to employers, determine how to gather baseline information on employer satisfaction, and determine how employer satisfaction can be improved. Ms. Hilliard indicated that her efforts will include information gathering and meeting with employers from three career pathway programs: Construction pre-apprenticeship program, Advanced Manufacturing, and Cyber Security.

Action Plans for WIOA Metrics Below Targets

A handout was provided to the Workgroup with the two indicators that are currently below PY18 targets. Action plans for these metrics were shared by Tom Colombo, Assistant Director of WDD, during the February MCWDB meeting. The metrics that are below target are related to employment indicators.

Data Collection Process: Q2 and Q4 Employment Indicators

Terry Farrell, Title IB Workforce Program Manager, provided a presentation on the data gathering process for the Q2 and Q4 employment indicators for those instances where this information is not readily available for program participants. Mr. Farrell explained that program support staff are in charge of contacting participants via telephone, email, and or text to gather employment information; information is kept on a Job Seeker Excel spreadsheet. Elaine Farinas, WIOA Program Supervisor, further clarified the lag in the reporting of employment data and noted that staff sometimes utilize a tool called “The Work Number” to verify employment information. Mr. Farrell shared some opportunities for improving this process in the future, and there was discussion of the importance of having a method in place for measuring process success. Workgroup member, Marie Sullivan, indicated that having more resources available at the beginning of the process for participants might encourage them to report on their outcomes. The Workgroup discussed what this looked like historically (through WIA) and discussed some ideas related to current service provision.

AMS Initiative Update

Marla Lazere, from the AZ Department of Economic Security, provided information and shared some handouts on the Arizona Management System (AMS). This is a Governor initiative that has been in place for several years. It is based on the principles of LEAN management, and it means that every employee, at every level, reflects daily on performance. All state agencies have been tasked with implementing AMS. With AMS, teams engage in collaborative problem solving; the work focuses on continuous improvement and shared learning experiences. Ms. Lazere reviewed the components of AMS, including standard work, visual management, and huddle boards. The Title IB team has also been involved in the AMS initiative (the Gilbert and 95th Ave. offices). The Workgroup then discussed how this is being implemented at the one-stop centers.

Assignments & Next Steps

Next Meeting Date & Location: Item not discussed.

Action Items

Requested by:	Item	Assigned to:	Due Date
PEW	Project Plan with Progress on Deliverables	One-Stop-Operator	By Next PEW Meeting
PEW	Q2 and Q4 Employment Indicator Data: Provide the number participants for which employment data is available through the UI system, the number of participants for which employment data is missing, the number of job seekers providing employment information based on follow-up efforts, the number of employers providing employment data based on follow-up efforts.	Terry Farrell	TBD
PEW	Pilot “making the case,” during the orientation phase, requesting that participants stay in touch and provide employment data after they exit the program.	Terry Farrell	TBD
PEW	OSO and Marla Lazere to work together and determine how to implement the AMS principles on the integrated referral system work.	One-Stop-Operator & Marla Lazere	TBD

Call to the Public

Workgroup Lead, Kelsie McClendon, called for public comment. No public comment.

Adjourn

Meeting adjourned at 2:59 p.m.

**For additional information, contact Isabel Creasman, Management Analyst, at Isabel.creasman@maricopa.gov.*