

Maricopa County Workforce Development Board – Performance Excellence Workgroup Meeting Minutes

Thursday, August 15, 2019 at 9:30 a.m.

MCWDB Staff Office

701 W. Jefferson St., Ste 104, Phoenix, AZ 85007

<https://mcwdb-1095-9b71.my.webex.com/meet/mcwdb>

Phone: 510-338-9438 Access Code/Meeting ID: 625 125 871

Members Present: Drew Thorpe, Kelsie McClendon (ph.), Marla Lazere, Elaine Farinas, Mark Lashinske, Shayne Abrahams

Members Absent: Marie Sullivan, Moriah Robles, Terry Farrell

Call to Order

Performance Excellence Workgroup meeting called to order by Workgroup Lead, Drew Thorpe, at 9:48 a.m. Management Analyst, Isabel Creasman, took roll; a quorum of the workgroup was present.

Approval of Previous Meeting Minutes

Drew Thorpe called for a motion to approve the June 4, 2019 meeting minutes. Mark Lashinske made motion. Marla Lazere seconded motion. All were in favor; the motion carried.

Membership Updates

Isabel Creasman informed the Workgroup of Moriah Robles' resignation. No additional members are required to be added to the Workgroup at this time.

Future Work Systems Demonstration

Geoff Smith, Future Work Systems' Partner/President, provided a demonstration of the application (refer to meeting materials) and answered audience questions. Future Work Systems (FWS) is currently serving clients in 11 states. Mr. Smith informed Workgroup members that FWS provides subscribers with training and ongoing comprehensive support. In order to have the most up-to-date information, a data sharing agreement would have to be in place and monthly reports would have to be provided to FWS. Mr. Smith utilized Title IB and Title III sample data, Arizona data, and local workforce development data to display the application's monitoring, reporting, and analyses capabilities. Application reports provide drill-down capabilities and are customizable. Allocation reports are currently being piloted. Audit reports display participant-level data and allow users identify potential issues with data entry. Other participant-level reports allow case managers to quickly assessment their clients' progress. In addition, the application allows users to better understand program outcomes to implement QI practices. FWS' product allows users to benchmark results with other local workforce development areas and one stops centers. The application also uses DOL's publicly available data to access national program performance data for benchmarking.

Shawn Hutchinson, MCWDB Second Vice Chairman, requested three board references; Mr. Smith will provide contact information to board staff.

Workgroup Discussion of FWS Application

Item was not discussed.

Call to the Public

Workgroup Lead, Drew Thorpe, called for public comment. No public comment.

Adjourn

Meeting adjourned at 11:47 a.m.

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