



NOTICE OF PUBLIC MEETING OF THE
MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD EXECUTIVE COMMITTEE

Pursuant to A.R.S. § 38-431.02, notice is hereby given to the members of the Maricopa County Workforce Development Board Executive Committee and to the general public that the Maricopa County Workforce Development Board Executive Committee will hold a meeting open to the public on:

Thursday, August 3, 2023 – 9:30 a.m.

<https://www.gotomeet.me/MaricopaCountyWDB>

Phone: +1 (872) 240-3212; Access Code/Meeting ID: 167-097-701

The Agenda for the meeting is as follows:

**Indicates materials attached, please review/read prior to meeting.*

1. Call to order.

2. Roll Call.

3. Welcome and Opening Remarks.

4. Consent Agenda.

For Possible Action.

The Committee will consider and vote on the items on the consent agenda. Consent agenda is established to efficiently dispense the business of the MCWDB. These items will not be discussed unless a Member of the Committee asks to remove the item from the consent agenda.

- a. Meeting Minutes: May 18, 2023*
 - b. Monthly Careers Pathway Strategist Report*
 - c. FY23 MCWDB 4th Quarter Report*
 - d. One-Stop Operator Monthly Report*
-

5. Chair Report.

6. Information/Discussion/Possible Action.

- a. Fiscal Report*
 - b. Shared Governance Agreement*
 - c. Title IB 4th Quarter Report*
-

7. Information/Discussion Only.

- a. Priority of Service
 - b. PY23 Allocations*
 - c. US Department of Labor (DOL) Monitoring Update*
-

8. Call to Public.

9. Adjourn.

NEXT MEETING: September 21, 2023

PUBLIC PARTICIPATION AND ACCESS: "The public must be allowed to attend and listen to deliberations and proceedings taking place in all public meetings, A.R.S. § 38-431.01(A); however, Open Meeting Law does not establish a right for the public to participate in the discussion or in the ultimate decision of the public body." Note: Agenda items may be taken out of order

"Equal Opportunity Employer/Program." "Auxiliary aids and services are available upon request to individuals with disabilities." A sign language interpreter, alternative format materials, or infrared assistive listening devices will be made available within 72 hours' notice. Additional reasonable accommodations will be made available to the extent possible within the time frame of the request. Arizona@Work: Maricopa County products and services are made available through federal funding provided by the Workforce Innovation and Opportunity Act (WIOA); serving Employers by aiding job seekers, adults, dislocated workers and youth.



Consent Agenda

Meeting Minutes



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MINUTES OF PUBLIC MEETING OF THE MARICOPA COUNTY WORKFORCE DEVELOPMENT BOARD
Executive Committee

Thursday, May 18, 2023 – 9:30 a.m.

<https://www.gotomeet.me/MaricopaCountyWDB>

Phone: +1 (872) 240-3212; Access Code/Meeting ID: 167-097-701

Members Present: Leah Hill, Bonnie Schirato, Joe Veres, Loren Granger, and Shawn Hutchinson
(Note: All members present attended via GoTo meeting)

Members Absent:

MEETING

1. **Call to Order.**

Chair Leah Hill called the meeting to order at 9:30 a.m. and requested a roll call vote.

2. **Roll Call.**

MCWDB Board Liaison Deseret Romero took roll call. A quorum was present.

3. **Welcome and Opening Remarks.**

Chair Hill welcomed everyone and introduced new MCWDB Management Analyst Julia Maciel. Chair Hill also read the Maricopa County Workforce Development Board's Vision and Values.

4. **Consent Agenda.**

- a. Meeting Minutes: March 16, 2023
- b. Monthly Careers Pathway Strategist Report
- c. FY23 MCWDB 3rd Quarter Report

MOTION: Chair Hill asked for a motion to approve the Consent Agenda as presented. Bonnie Schirato made a motion; Loren Granger seconded the motion.

Chair Hill called for an all-in favor vote:

In Favor: Leah Hill, Bonnie Schirato, Joe Veres, Loren Granger, and Shawn Hutchinson

Opposed: None

Abstained: None

Motion passed.

5. **Chair Report.**

Chair Hill provided a brief Chair Report, highlighting the following.

- Opening of a new career center in Mesa.
- The Phoenix Business Journal recently reported west valley growth pains with labor shortages, including current workforce and future workforce.

6. Informational/Discussion/Possible Action.

a. In-Demand Industries Recommendation

MCWDB Executive Director Steve Clark provided a presentation on the update to the In-Demand Industries Recommendation. Below are the highlights of the presentation.

<ul style="list-style-type: none"> ▪ Why are In-Demand Industries Important 	
<ul style="list-style-type: none"> ▪ Current In-Demand Industries & Original Recommendation 	
<ul style="list-style-type: none"> ▪ Current In-Demand Industries (2018) <ul style="list-style-type: none"> - Information Technology - Manufacturing - Healthcare and Social Assistance - Finance and Insurance - Construction - Transportation and Warehousing 	<ul style="list-style-type: none"> ▪ Employer Connection Committee Recommendation (March 16, 2023) <ul style="list-style-type: none"> - Information Technology - Manufacturing - Healthcare and Social Assistance - Finance and Insurance - Construction - Transportation and Warehousing - Professional, Scientific & Technical Services
<ul style="list-style-type: none"> ▪ Professional, Scientific and Technical Services Description 	
<ul style="list-style-type: none"> ▪ Suggestions 	
<ul style="list-style-type: none"> ▪ Rationale 	
<ul style="list-style-type: none"> ▪ Revised Recommendation <ul style="list-style-type: none"> ▪ Information Technology ▪ Manufacturing ▪ Healthcare and Social Assistance ▪ Finance and Insurance ▪ Construction ▪ Transportation and Warehousing 	

Workforce Development Division (WDD) Assistant Director Jared Beard provided the following additional information.

- In-Demand Industries are important to WDD staff in identifying fiscal areas of focus for services and providing clients with the best opportunities to be successful.

The following questions and comments were provided by the Committee.

Question	Response/Comments
Is there any pushback from these in-demand industries being removed?	Not necessarily, some industries are easier to break into than others. For example, WDD is working on ways to better identify ways of breaking into the manufacturing industry. (i.e. training programs, jobs available but limited on training providers.)
	Grand Canyon University has created 15-week pre-apprenticeship programs for electricians and manufacturing.
	The Employer Connection Committee will be tasked with evaluating the in-demand industries to make sure the MCWDB list contains the most relevant industries.

MOTION: Chair Hill asked for a motion to approve the MCWDB In-Demand Industries Recommendation as presented. Shawn Hutchinson made a motion; Bonnie Schirato seconded the motion.

Chair Hill called for a “roll call” vote:

In Favor: Leah Hill, Bonnie Schirato, Joe Veres, Loren Granger, and Shawn Hutchinson

Opposed: None

Abstained: None

Motion passed.

b. Fiscal Report

MCWDB Fiscal Agent Nicole Forbes presented the Committee with the FY2023 WIOA Budget to Actual.

MOTION: Chair Hill asked for a motion to approve the Fiscal Report as presented. Loren Granger made a motion; Shawn Hutchinson seconded the motion.

Chair Hill called for a “roll call” vote:

In Favor: Leah Hill, Bonnie Schirato, Joe Veres, Loren Granger, and Shawn Hutchinson

Opposed: None

Abstained: None

Motion passed.

c. Title IB 3rd Quarter Report

Workforce Development Division (WDD) Assistant Director Jared Beard provided an overview of the Title IB 3rd Quarter Report. Below are the following highlights from Mr. Beard’s report.

- Overall Participation
 - Adult Program – 7% increase
 - Youth Program – 21% decrease
 - Dislocated Worker – seeing decreases due to low unemployment rate.
- Apprenticeship Participation
 - Supporting of 557 apprentices across partner programs.
- Work Experience (WEX)
 - Youth Program – 80 participants
 - Smart Justice – 34 participants
- WIOA Performance
 - Youth Program – 96.94%
 - Dislocated Worker Program – 86.54%
 - Adult Program – 106.92%
- Business and Community Services
- Success Stories

Chair Hill thanked Mr. Beard for his presentation.

MOTION: Chair Hill asked for a motion to approve the Title IB 3rd Quarter Report as presented. Bonnie Schirato made a motion; Loren Granger seconded the motion.

Chair Hill called for a “roll call” vote:

In Favor: Leah Hill, Bonnie Schirato, Joe Veres, Loren Granger, and Shawn Hutchinson

Opposed: None

Abstained: None

Motion passed.

d. Memorandum of Understanding/Infrastructure Funding Agreement (MOU/IFA)

MCWDB Executive Director Steve Clark presented the Committee with the Memorandum of Understanding/Infrastructure Funding Agreement (MOU/IFA). Below are the highlights of the presentation.

- MOU/IFA Background
- Summary of Revisions
- Process Overview
- Timeline of Next Steps

Chair Hill thanked Mr. Clark for his presentation.

MOTION: Chair Hill asked for a motion to approve the Memorandum of Understanding/Infrastructure Funding Agreement (MOU/IFA) as presented. Bonnie Schirato made a motion; Shawn Hutchinson seconded the motion.

Chair Hill called for a “roll call” vote:

In Favor: Leah Hill, Bonnie Schirato, Joe Veres, Loren Granger, and Shawn Hutchinson

Opposed: None

Abstained: None

Motion passed.

e. FY24 MCWDB Committee Structure Proposal

MCWDB Executive Director Steve Clark presented the Committee with the FY24 MCWDB Committee Structure Proposal. Below are the highlights of the presentation.

Current Structure	Future Plans
<ul style="list-style-type: none"> - Executive Committee - Youth Committee - Employer Connection Committee - Marketing & Outreach Committee 	<ul style="list-style-type: none"> - Youth Committee (Standing Committee) - Employer Connection Committee (Ad-Hoc – Continue) - Marketing & Outreach Committee (Ad-Hoc – Sunset)
FY24 Committee Considerations	New FY24 Committee Considerations
<ul style="list-style-type: none"> - Talent Pipeline Committee - Business and Workforce Engagement Committee - Regional Workforce Initiatives Committee 	<ul style="list-style-type: none"> - Talent Pipeline Committee (Imbed in Employer Connection Committee) - Regional Workforce Initiatives Committee
Proposed New Committee (March 16, 2023)	FY24 Recommendation
<ul style="list-style-type: none"> - Regional Workforce Initiatives Committee 	<ul style="list-style-type: none"> - Sunset Marketing & Outreach Committee - Add Regional Workforce Initiatives Committee
FY24 Committee Summary	
<ul style="list-style-type: none"> - Executive Committee - Youth Committee - Employer Connection Committee - Regional Workforce Initiatives Committee 	

Chair Hill thanked Mr. Clark for his presentation.

Vice Chair Schirato inquired if Mr. Clark was aware of other local workforce boards with regional committees and if the City of Phoenix and Pinal County were interested in participating.

Mr. Clark noted that he was not aware of other local workforce boards with regional committees but that both the City of Phoenix and Pinal County were interested in participating.

MOTION: Chair Hill asked for a motion to approve the FY24 MCWDB Committee Structure Proposal as presented. Shawn Hutchinson made a motion; Bonnie Schirato seconded the motion.

Chair Hill called for a “roll call” vote:

In Favor: Leah Hill, Bonnie Schirato, Joe Veres, Loren Granger, and Shawn Hutchinson

Opposed: None

Abstained: None

Motion passed.

f. FY24 MCWDB Meeting Schedule

MCWDB Executive Director Steve Clark presented the Committee with the FY24 MCWDB Meeting Schedule.

MOTION: Chair Hill asked for a motion to approve the FY24 MCWDB Meeting Schedule as presented. Bonnie Schirato made a motion; Loren Granger seconded the motion.

Chair Hill called for a “roll call” vote:

In Favor: Leah Hill, Bonnie Schirato, Joe Veres, Loren Granger, and Shawn Hutchinson

Opposed: None

Abstained: None

Motion passed.

7. Call to the Public.

No one spoke.

8. Adjourn.

Chair Hill thanked everyone for attending and adjourned the meeting at 10:36 a.m.

**For additional information, contact MCWDB staff at: MCWDB@maricopa.gov*



Consent Agenda. Monthly Careers Pathway Strategist Report



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Career Pathways & Apprenticeship Strategist Report

Jordan Dodeward

JULY 2023

Shifting Job Focus - COMING SOON!

During the month of July, I have been working with our Executive Director, Steve Clark, to shift my working focus toward apprenticeships. The goal of this is to be more intentional with our Maricopa County Apprenticeship grant to continue assisting in generating more registered programs that can take advantage of our funding through the year 2026. Additionally, we will be looking to expand into other in-demand industries, and more information is expected to come next month.

M3 AZ Tech Hub

Arizona State University submitted its proposal to the U.S. Economic Development Administration, EDA, for the Tech Hub grant in mid-July. I will continue to be a part of the working group as it progresses and will have more information in the coming months.

Outreach, Events, and Meet & Greets

- **July 10**, reconnected with Central Arizona College and Arizona Department of Economic Security on their partnership to create Early Childhood Education apprenticeships. Then invited them to speak at the next WESTMARC Healthcare Committee and will be including information about this program as a resource at the AHAA 2.0 event!
- **July 12**, presented to the Arizona State University AZNext Advisor Council about ARIZONA@WORK, our services, and our focus and opportunities with apprenticeships. Will continue to be a member of the AZNext advisory board moving forward.
- **July 12**, meet & greet with Arizona Hearing Center, Listen Up Hearing, about their interest in starting a registered apprenticeship program.
- **July 13**, attended the WESTMARC Annual Legislative Breakfast held at Tolleson Union High School Performing Arts Center.
- **July 17**, Arizona CTE Summer Conference. See more information to the right!
- **July 18**, WESTMARC Healthcare Committee.

Committee Participation

Consistent attendance as the Co-Chair of the Healthcare Committee with WESTMARC and additionally a member of the Workforce committee with WESTMARC and Arizona Association for Economic Development.

SUMMER SCHEDULE

Typically, the summer months are less active than the rest of the year with scheduled meetings. With the workforce development board, we are beginning to brainstorm agendas for our new committees and for our upcoming board meetings. We are excited for FY 24!



EVENTS

IT Apprenticeship Accelerator - COMING SOON!

In partnership with Apprentice Now, I am beginning to put together a virtual IT and tech apprenticeship accelerator coming October 2023.
October 2023 | Virtual | COMING SOON!

2023 Arizona CTE Summer Conference

I, Jinkee Pacifico (Program Manager), Laura Malhoit (Adult Program Supervisor), and Betsy Nelson (Apprenticeship Program Supervisor) presented at the 2023 Arizona CTE Summer Conference hosted by the Association for Career and Technical Education of Arizona and the Department of Labor. The presentation went great, and we are invited back next year to present again!

July 17, 2023 | Tuscon, AZ | COMPLETED!

Arizona Healthcare Apprenticeship Accelerator, AHAA 2.0

During the month of July, invitations have been sent out! Event material prep is underway, and various logistics are being completed. The event will be at GateWay Community College, Washington Campus, the Copper Room on August 30th!

August 30, 2023 | Gateway Community College

TOP PROJECTS & NEW CONNECTIONS



YOU'RE INVITED

ARIZONA HEALTHCARE APPRENTICESHIP ACCELERATOR, AHAA 2.0

August 30, 2023

8:30am Check-in, Program 9am-12pm

Gateway Community College

The Copper Room

Registration is OPEN




Consent Agenda.

FY23 MCWDB 4th Quarter Report



MARICOPA COUNTY

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MCWDB FY23 QUARTERLY REPORT

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 MARICOPA
COUNTY



Program Year 2022
4th Quarter
April - June 2023

Summary of Progress on Goals

During the 4th Quarter (April - June 2023), the Maricopa County Workforce Development Board (MCWDB) continued to clarify progress toward goals and closely monitor requirements to ensure compliance with the Workforce Innovation and Opportunity Act (WIOA) and the Department of Labor. The MCWDB, in partnership with the Chief Elected Official's liaison and the State of Arizona, has been successfully establishing procedures and timelines to ensure full compliance with WIOA and provide the best value-added services to the constituents of Maricopa County. During this quarter the following highlights were completed:

- Formal approval of the 2022 Recertification by the Arizona Workforce Council;
- MCWDB staff actively participated in the planning and organization of the 2023 Arizona Workforce Summit (June 29-30) in collaboration with the Arizona Office Economic Opportunity, City of Phoenix and Pinal County with 300+ attending;
- MCWDB staff diligently worked with our title partners on the renewal of the Memorandum of Understand (MOU) and Infrastructure Funding Agreement (IFA) receiving MCWDB Full Board and Maricopa County Board of Supervisors approval;
- MCWDB Employer Connection Committee provided a review and recommendation of the In-Demand Industries receiving MCWDB Full Board approval;
- MCWDB staff participated in the organization of the WESTMARC Healthcare Summit; and
- MCWDB continues to receive a Department of Economic Security (DES) review with "no findings" for the required quarterly WIOA Title I-A Governance submissions.

MCWDB Goals

- Create a High-Quality Workforce Development System
- Build Brand Awareness of Workforce Development to Increase Utilization
- Implement Regional Workforce Entity
- Build a Self-Sustaining System of Workforce Development
- Design and Utilize Performance-Based Metrics that Ensure Capacity Management and Improve System Outcome



Actions on MCWDB Required Roles



2023 Arizona Workforce Summit: (Top Photo) Marcia Veidmark, Ismial Rangel, Subhash Chandra, Noelle Trinder, Leah Hill, Kathryn "Che" Collins, Tina Drews, Scott Holman, Liz Valdez, Bonnie Schirato, and Steve Clark. (Bottom Photo) Steve Clark, Jordan Dodeward, Deseret Romero, Vice Chairman Jack Sellers, Nancy Avina, and Julia Maciel.

Strategic Functions

- 01 Monthly MCWDB budget financial reviews with the MCWDB Fiscal Agent to ensure open communication and proper management of MCWDB funds.
- 02 Monthly meetings with regional partners, including the City of Phoenix and Pinal County.
- 03 Review and oversight Memorandum of Understanding - Infrastructure Funding Agreement.
- 04 Continued work with the MCWDB Board and partners to identify areas of improvement for employers and job seekers, as identified in the 2022 Strategic Plan.
- 05 Continued collaboration with postsecondary education and associated partners to identify career pathways by aligning occupational training in the targeted occupations and in-demand industries. As an example of this collaboration, MCWDB staff and community partners held another healthcare apprenticeship accelerator event this quarter. MCWDB staff are in the planning process for potential future events.
- 06 Continued collaboration with all workforce development local area stakeholders to ensure compliance.

System Capacity Building

- 01 Regular engagement with community stakeholders and key partners to actualize the Board's vision of creating a best-in-class workforce system.
- 02 Engagement with the National Association for Workforce Boards by attending their 2023 Forum to identify best practices and trends for areas of improvement.
- 03 Ongoing efforts to solicit and refer potential Board member candidates to the Board of Supervisors Liaison based on vacancies and needs of the MCWDB.





System Alignment & Effective Operations

Ongoing meetings with Board of Supervisors' Liaison, Administrative Entity, and Career Service provider to ensure system and program oversight, alignment, and open and transparent communication.

One-Stop Operator Quarterly Progress

➤ Advocate for all partners to ensure collaboration and commitment to integrated service and ensure open door policy on site, through phone or email.

➤ Facilitate monthly One-Stop Operator meetings and individual discussions to lead productive discussions aimed at improving customer service flow and establishing a seamless service delivery system.

➤ Visit each comprehensive career center location multiple times a week and attend all monthly meetings scheduled for each center to promote collaboration, encourage participation, and stay informed and up to date in all matter's day to day activities.

MCWDB Policies

No policies were renewed at this time, as the MCWDB major policies were recently approved during the 1st Quarter. Policies will continue to be reviewed on a regular basis, as part of the MCWDB best-in-class practices.

Anticipated Activities

This program year, the MCWDB, with support from their staff, will focus on carrying out the goals and strategies within the 2022 Strategic Plan, continue measuring the outcome and performance of the local area to ensure resources are being maximized, pursuing regional and collaborative opportunities, and identifying innovative ideas in workforce development. All while ensuring compliance of the WIOA and the 13 required functions of the MCWDB.

MCWDB Activities include, but are not limited to:

- Board Training & Engagement
- Continued Policy Review as Needed
- Carrying out the 2022 Strategic Plan Goals and Strategies
- Regional Collaborative Opportunities
- Innovation in Workforce Development
- In-Demand Industry Focus

Arizona Healthcare Apprenticeship Accelerator 2.0

August 30th, 2023
Check-in 8:30 am

GateWay Community College
Washington Campus,
The Copper Room

REGISTER NOW ➔

Hear from our State's top educators who are ready to partner with employers to create healthcare apprenticeships! Additionally, Maricopa Community Colleges, our trusted intermediary H-CAP, the State Apprenticeship Office, ARIZONA@WORK team, and other workforce professionals will all join the stage to showcase the resources available to help end our healthcare worker shortages!


MARICOPA COUNTY ARIZONA@WORK MARICOPA COMMUNITY COLLEGES



Consent Agenda. One-Stop Operator Monthly Report



MARICOPA COUNTY

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To: Steve Clark, Workforce Board; Nancy Avina, Workforce Board of Maricopa Workforce Development Board (MCWDB)

Date: **July 10, 2023**

From: Marianna Smith Maricopa County One Stop Operator

Subject: One-Stop Operator Monthly Report – June 2023

1. Maricopa County One Stop Operator Front Desk Customer Interactions:

East Valley Career Center (Mesa)

Service	June 2023
On-site assistance (resume writing, Title I registration, program referrals, job referrals, Arizona Job Connection (AJC) referrals, and other related services)	223
Calls	357
DES (AJC, Unemployment)	36
Smart Justice	2
Core Partner Referral (Title I, II, III, IV)	0
Community Partner Referrals	0
Faith Based Partner Referrals	0

West Valley Career Center (Glendale)

Service	June 2023
On-site assistance (resume writing, Title I registration, program referrals, job referrals, Arizona Job Connection (AJC) referrals, and other related services)	217
Calls	857
DES (AJC, Unemployment)	71
Smart Justice	33
Core Partner Referral (Title I, II, III, IV)	17
Community Partner Referrals	13
Faith Based Partner Referrals	1

2. Maricopa County One Stop Operator

- OSO visited Title II, Arizona Center for Youth Resources (ACYR) partner, open house.
- OSO visited following Satellite locations: Mesa Workforce Center, Mesa Youth Hub, Queen Creek Library, Scottsdale Vista Del Camino Community Center, Surprise, Tempe Library, Tempe Youth Hub, Wickenburg



- Hosted the first ARIZONA@WORK Leadership meeting, attended by partners from Title I-IV.
- Participated in the East and West Valley Career Centers staff meetings.
- Met with Kari Hogan Chief Administrative Officer for the Migrant and Seasonal Farmworker program (MSFW) under Title I of WIOA. Introduced her to the Diana Kramer, with Community Care, Unite US to start the onboarding process.
- Met with Nicole Kelsheimer, Director of Program Operations & Compliance, Adult Education Services, Arizona Department of Education. She invited me to attend the WIOA Title II conference in September held in Tucson Arizona.
- Supported Title I, Maricopa County On-boarding process for Community Care, Unite US. They are moving forward with the launch date of Mid-Late August.
- Led Maricopa County One Stop Operator Monthly meeting with 20 participants (Agenda and minutes below).
- ARIZONA@WORK Maricopa County Leadership meeting at the East Valley Career Center (EVCC) and had participants from Titles I-III. All requested to have the meeting monthly (Agenda and minutes below).
- Met with The Arizona Center for the Blind and Visually Impaired to bring ADA training to the Centers, with DES and Vocational Rehabilitation collaboration.
- Calibration, constructed, and submitted the Needs Analysis Report for ARIZONA@WORK Maricopa County to Maricopa County Workforce Development Board.
- Organized a technical training session: Registered Apprenticeship presented by Joann Bueno, PHR from Arizona Apprenticeship Office with 24 participants, receiving excellent reviews.
- Attended the 2023 Arizona Summit and made lasting connections with key partners in the workforce.
- Toured Sojourner Center a community Partner program.
- Attended Maricopa Counties Ice Cream social at the EVCC.



3. **Maricopa County June OSO Partner Meeting Agenda and Minutes**



AGENDA

Maricopa County One Stop Operator (OSO) Monthly Partnership Meeting.

Date: June 15th, 2023

1:30PM – 2:30PM

Meeting called by Marianna Smith
Attendees: WIOA and Community partners

1:30 – 1:45	Welcome Remarks Marianna Smith, One Stop Operator	Microsoft Teams
1:45 – 1:10	Maricopa County Title I, Youth Title IB overview Zach Lynch, Aseel Rassam, Workforce Program Supervisors	
1:10 – 2:30	Discussion, New Program Year We would like to hear from you and “your best practice”.	

Updates
Training: Registered Apprenticeship presented by Joann Bueno, PHR from Arizona Apprenticeship Office. June 27, 2023, 1-2:30
Program updates | If you would like to provide your program updates please do so now.

Additional Instructions:

Thank you for participating in the Monthly One Stop Operator Monthly Partnership meetings. I am looking forward to working and meeting with everyone. If you would like to present in the future meetings, please contact me: Marianna.Smith@maricopa.gov. Also, your future topic suggestions are appreciated. I would like to hear from you please fill out the [Maricopa County One Stop Operator Community Partners Meeting Survey](#).



June 2023 - Maricopa One Stop Operator (OSO) Meeting Minutes

Date: June 15th, 2023

Attendees: 20

Title I: Zach Lynch (HSD), Tina Luke (HSD), Aseel Rassam (HSD)

Title II: Jose Vaquera, David Howden, Mika Valois

Title III: Maja Malkoc (Guest), Danielle Nahass,

Title IV: Sharon Cunningham,

Other: Nancy Avina (COA), Emory Flagg, Cynthia G Vega, Travis Thompson, Robert Bentley, Mayen Akpan, Daren Strunk, Ashley Eaton.

Summary of monthly meetings going forward with the agenda and meeting minutes.

- I. Welcome Remarks
Marianna Smith welcomed participants and asked a question: Please share your bucket list that you would like to achieve in the future.
- II. Zach Lynch and Aseel Rassam from the Maricopa County Title I Youth program presented. They help individuals reach their education and career goals. The Maricopa County Youth Workforce Services program is funded by the Workforce Innovation and Opportunity Act, also known as WIOA, and aims to assist youth aged 14 to 24 in achieving their educational and employment objectives. It is important to note that this is not an entitlement program, and interested youth must apply to determine their eligibility. The program offers various opportunities such as the Pay for GED Wax Program (Work Experience programs), occupational skills training with approved training providers in high-demand industries (up to \$6,000), employee academy, and workshops. Maricopa Youth is dedicated to supporting participants in achieving their financial, personal, and health-related goals. PowerPoint slides are attached for reference.
- III. Discussion with the group of best practices to assist job seekers/clients.
 - Emory Flagg stated that he thought that following up after seeing a client is the best practice.
 - Mayen Akpan stated having an outreach team has helped her AZ Refugee resettlement to ensure they have access to job opportunities for their clients.

IV. Program Updates:

- Title III is successfully using Community Cares powered by Unite US referral platform.
- Darren Strunk updated the group on Saint Joseph the Worker organization. The organization has been actively involved in various initiatives based in Mesa and Phoenix. Alongside their two offices, they have developed a transitional housing program called Workforce Villages over the past couple of years. This program follows an employment-first housing model, providing individuals with 90 days of rent-free accommodation in master-leased multifamily properties. Participants are required to save 80% of their post-tax income and receive training in financial literacy, budgeting, and meal preparation. The program aims to help individuals transition to independent housing using their own finances. Previously, they experimented with temporary hotel rooms during the COVID-19 pandemic, but they have now shifted their focus to apartments, allowing participants to save more money by having a kitchen and reducing reliance on take-out meals. The program has a minimum wage requirement of \$17.00 per hour, with certain background check restrictions in place to ensure the success of residents' transition to independent housing. Although the program does not accommodate families, it accepts single individuals who live with roommates. Visitors, as well as the presence of legal or illegal substances, are not permitted. Regular check-ins with a case manager are mandatory to monitor savings progress and provide life skills training. This program serves as a crucial component of their comprehensive support services, as employment partners can refer individuals facing housing insecurity or living in their cars. The organization aims to prevent emergency shelter situations and homelessness by addressing the gap between emergency housing and long-term stability. They prioritize direct hires over staffing companies to promote sustainable employment and gather data from employer partners to assess retention rates. The organization's focus is on helping individuals with stable employment overcome housing insecurity caused by rising rents. They aid those who have lost their jobs, but participants who voluntarily quit their jobs are no longer eligible for the program. Ultimately, the organization aims to empower individuals to achieve self-sustainability through employment and secure housing.
- Travis Thompson is with the Arizona refugee resettlement program (AZRRP). While AZRRP does not directly work with clients, they collaborate with contractors in the state who do. Their focus is on understanding the landscape of refugee resettlement and identifying opportunities for growth and expansion. Most refugees receive intensive services for about 6 1/2 months, primarily centered around securing their first job placement. However, given the



challenges faced by newcomers in a foreign country, this duration may not be sufficient for comprehensive integration. Therefore, AZRRP targets individuals who have already obtained their initial employment, secondary wage earners, those seeking upskilling and career advancement, as well as privately resolved individuals (refugees who arrive without a resettlement agency). One of their current initiatives involves a "hire to train" model in collaboration with a healthcare initiative, where individuals are employed, trained for six weeks, and then promoted to CNA roles. They aim to develop more pilot programs and engage employers interested in intentionally working with the refugee population. Additionally, they seek to establish partnerships with community organizations to identify supportive services available beyond the initial resettlement phase. Their goal is to broaden their reach in mainstream services, particularly in employment, to facilitate the integration and success of refugees in Arizona by providing cultural understanding, information about available job opportunities, industry-specific credentials, and access to supportive services.

Next Meeting:

Our next meeting is July 20th, 2023, from 1:30 PM to 2:30 PM.

Adjournment



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4. ARIZONA@WORK Maricopa County Leadership Meeting Agenda and Minutes



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AGENDA

ARIZONA@WORK Maricopa County Leadership Meeting

Date June 21, 2023

12:00PM-1:00PM

Meeting called by: Marianna Smith Maricopa County One Stop Operator
Location: 1001 West Southern Avenue, Suite 207, Mesa, Arizona 85210.

- I. **Welcome Remarks**
- II. **Referral System update**
 - Community Cares, Unite US
- III. **Customer sign-in Kiosk**
 - Kiosk – Dynamics
 - Google Sign in
 - Other
- IV. **Identifying the needs of ARIZONA@WORK clients**
 - Working with Betsy Hall to do client flow.
- V. **Proposal for AJC workshops to be held at the Centers.**
 - Co-facilitation between Maricopa Staff and DES
- VI. **What has been done in the past when we had recession?**
 - What were the procedures?
 - What has worked in the past?
 - What did not work in the past?
- VII. **Program collaboration**
 - What would you like to bring to the table?
- VIII. **Next Meeting Scheduling**
 - Location to be determined by everyone.
 - Wednesday, July 19th, 2023, 10:00AM - 12:00AM



ARIZONA@WORK Maricopa County Leadership Meeting

Date: June 21, 2023

Attendees:

Title I: Tina Luke,

Title II: David Howden (ACYR), Elnaz Bourbour(IRC), Marissa Lomeli (FH)

Title III: Danielle Nahass, John Soto, Maja Malkoc

Title IV:

OSO Team: Marianna Smith, Camille Withrow

Summary of monthly meetings going forward with the agenda and meeting minutes.

I. Welcome Remarks

Marianna Smith welcomed participants to the ARIZONA@WORK Maricopa County leadership meeting.

II. Referral System update

- Maricopa County is getting on the referral system. More to come when the onboarding process begins.
- DES Title III is already on the platform, and they are receiving referrals.
- ACYR is on the platform and need to update their descriptions.
- Friendly House has been introduced to the Community Care powered by Unite Us referral system and is going to meet with Contexture.

III. Customer sign-in Kiosk

- We are tabling this topic for right now to see if Community Care powered by Unite Us can be used as the center referral program.

IV. Identifying the needs of ARIZONA@WORK clients

- Marianna is going to contact Betsy Hall from DES to set up a collaborative interactive partner session to create a process for the Comprehensive Centers. It was suggested that we include front line staff to map the process out. Tina Luke said Title I has a process, and it was discussed to build off Maricopa County's process.

V. Proposal for AJC workshops to be held at the Centers.

- No new information has been provided by the partners.

VI. What has been done in the past when we had recession?

- It was suggested that there will be a direct line provided to Unemployment Insurance (UI) in the resource room at each center as before. John Soto was asked to see if he can contact UI to see if one can be provided again.
- The county does Rapid Responses and WARN notices, but here has not been any recently.

VII. Program Collaboration and updates.

- ACYR has a new Certificate program for Microsoft Office.
- DVOPs need Gas Cards, Bus Passes, and assistance with cost-of-living partners.
- Maricopa County is now accepting applications for the fiscal year. They are doing the program a little differently and Tina Luke will give an update (attached)

Next Meeting:

Next meeting was scheduled for Wednesday, July 19th. The meeting will be held in the WVCC and will be moved to 1:30-4:30

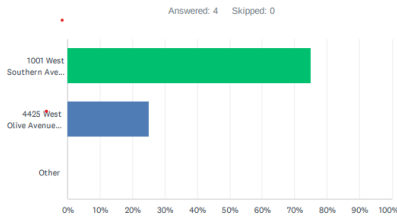
Adjournment

5. Results of Customer Satisfaction Surveys (CSS) and event participant surveys

4 Surveys have been completed in the Month of June.

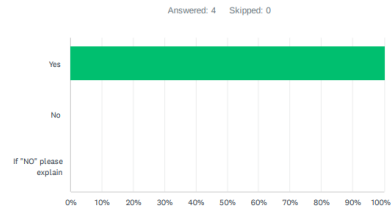
Customer Satisfaction Survey

Q1 Which office did you visit?



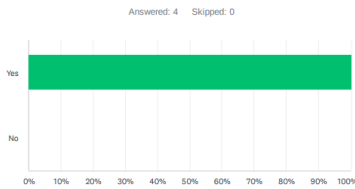
ANSWER CHOICES	RESPONSES
1001 West Southern Avenue Suite 101 Mesa, Arizona 85210	75.00% 3
4425 West Olive Avenue Suite 190 Glendale, Arizona 85302	25.00% 1
Other	0.00% 0
TOTAL	4

Q2 Were you greeted in a welcoming and professional manner?



ANSWER CHOICES	RESPONSES
Yes	100.00% 4
No	0.00% 0
If "NO" please explain	0.00% 0
TOTAL	4

Q3 Did someone assist you today?

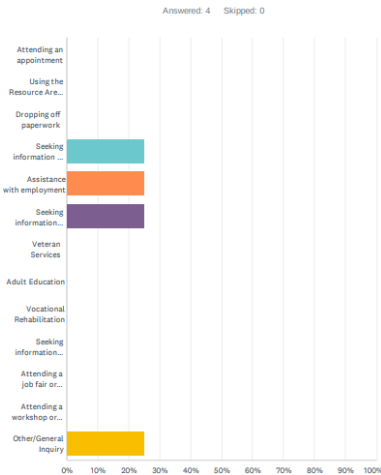


ANSWER CHOICES	RESPONSES
Yes	100.00% 4
No	0.00% 0
TOTAL	4

Q4 Please provide the name of the person who helped you.

Answered: 4 Skipped: 0

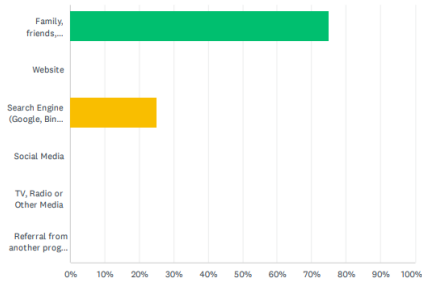
Q5 What was the reason for your visit?



ANSWER CHOICES	RESPONSES
Attending an appointment	0.00% 0
Using the Resource Area (computers, phones, fax machines, and printers)	0.00% 0
Dropping off paperwork	0.00% 0
Seeking information on how to apply for Unemployment Insurance (UI)	25.00% 1
Assistance with employment	25.00% 1
Seeking information about training, apprenticeships, or other	25.00% 1
Veteran Services	0.00% 0
Adult Education	0.00% 0
Vocational Rehabilitation	0.00% 0
Seeking information about Youth Program services (Ages 14-24)	0.00% 0
Attending a job fair or other on-site event	0.00% 0
Attending a workshop or assessment	0.00% 0
Other/General Inquiry	25.00% 1
TOTAL	4

Q6 How did you hear about ARIZONA@WORK?

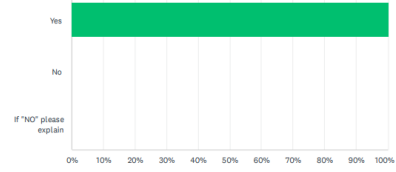
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES
Family, friends, co-workers	75.00% 3
Website	0.00% 0
Search Engine (Google, Bing, etc.)	25.00% 1
Social Media	0.00% 0
TV, Radio or Other Media	0.00% 0
Referral from another program (DES, School, Community Organization)	0.00% 0
TOTAL	4

Q7 Do you feel the physical environment is easily accessible and identifies the services offered at ARIZONA@WORK?

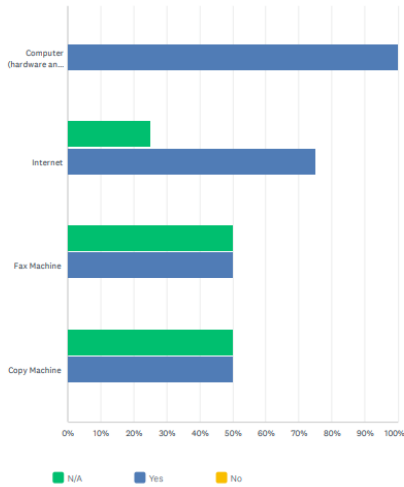
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	100.00% 4
No	0.00% 0
If "NO" please explain	0.00% 0
TOTAL	4

Q8 Did you feel the technology met your needs?

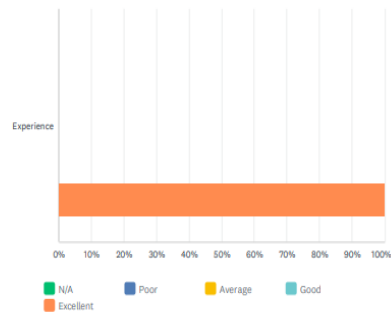
Answered: 4 Skipped: 0



	N/A	YES	NO	TOTAL RESPONDENTS
Computer (hardware and software)	0.00% 0	100.00% 4	0.00% 0	4
Internet	25.00% 1	75.00% 3	0.00% 0	4
Fax Machine	50.00% 1	50.00% 1	0.00% 0	2
Copy Machine	50.00% 1	50.00% 1	0.00% 0	2

Q9 How would you rate your overall experience?

Answered: 4 Skipped: 0



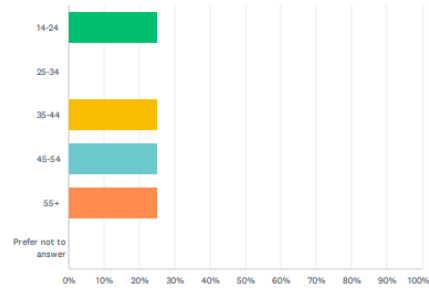
	NA	POOR	AVERAGE	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Experience	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 4	4	5.00

Q10 What can we do to serve you better?

Answered: 3 Skipped: 1

Q12 What is your age?

Answered: 4 Skipped: 0



Q11 If you would like someone to contact you regarding your responses, please provide contact information.

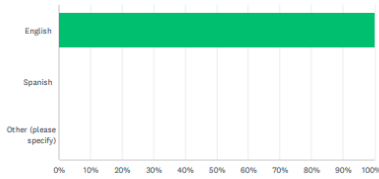
Answered: 3 Skipped: 1

ANSWER CHOICES	RESPONSES
Name	100.00% 3
Phone Number or Email	66.67% 2

ANSWER CHOICES	RESPONSES
14-24	25.00% 1
25-34	0.00% 0
35-44	25.00% 1
45-54	25.00% 1
55+	25.00% 1
Prefer not to answer	0.00% 0
TOTAL	4

Q13 What is your primary language?

Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES
English	100.00% 4
Spanish	0.00% 0
Other (please specify)	0.00% 0
TOTAL	4

6. Number of customers welcomed at each Center.

JOB CENTER LOCATION	NUMBER OF CUSTOMERS WELCOMED
East Valley Career Center	
West Valley Career Center	

Data provided by:

7. Number of customized recruitments and job fairs hosted in Maricopa County and number of jobseekers in attendance.

8. Center Training

SERVICE	June 2023	Program Year to Date
Job Search Assistance		
Customized Resume Assistance		
Mock Interview		
Arizona Career Readiness Credential Obtained		
Office Proficiency Assessment and Certification Obtained		
Youth Office Proficiency Assessment Assisted		
Total Job Placements		
New Basic Enrollments (Includes Rapid Response)		

TRAINING	June 2023	PROGRAM YEAR TO DATE
Virtual Adult Orientation Participants Completed		
Employment Academy Participants Completed A-C		
Employment Academy Participants <i>Completed A-C</i>		
<i>Module A</i>		
<i>Module B</i>		
<i>Module C</i>		
<i>Module D</i>		
Virtual Introduction to Entrepreneurship Completed		
Resume Tutorial Views		
Interview Tutorial Views		
Community Outreach Event Participants (Refugee, etc.)		
CAP Training Participants		
Basic Computer Skills Workshop Participants		
Resume Writing Lab Participants		
Resilience in the Workplace Participants		
LinkedIn Workshop Participants		
Rapid Response		
WDD New Hire Onboarding Participants (Began 03-23)		

Success Story / Highlights:

9. **Partner Data**

A. TITLE I

Number of referrals between partners	Total	May (Updated)	June
DES/RESEA	Data not available		
Education to Title 1B			
DERS			
Other			
	Data Provided by: Lemuel Carter HSD		
The number of Enrollments	Youth		
	Adult/Dislocated Worker		

Data Provided by: Tina Luke HSD

Success Story: TITLE II

1. **Queen Creek Adult Education Program**

TITLE II SERVICES	# OF PARTICIPANTS
Number of referrals between title partners	
Number of co-enrollments between title partners	

Data Provided by: Sheryl Rud

Success Story:

B. TITLE III

East Valley Career Center

TITLE III SERVICES	# OF PARTICIPANTS
Current enrolled participants	
Veteran enrolled participants	
WIOA referrals	
Referrals to supportive services	
Job Placements for June	
Veteran Job Placements	
RESEA orientations	

Data Provided by: Danielle Nahass



West Valley Career Center

TITLE III SERVICES	# OF PARTICIPANTS
Current enrolled participants	
Veteran enrolled participants	
WIOA referrals	
Referrals to supportive services	
Job Placements for June	
Veteran Job Placements	
RESEA orientations	

Details of services provided and their outcome: Resume assistance, job search, Employment plan, referral to supportive services, and labor market information Data Provided by: Maja Malkoc



Information/Discussion/Possible Action. Fiscal Report



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FY23 WIOA Financial & Budgetary Review





FY23
**WIOA Financial & Budgetary
Review**

Nicole Forbes
Finance & Budget Manager

FY2023 WIOA Budget to Actual

Service Provider Approved Budget \$22,285,720

Expended YTD as of June 30, 2023

\$17,434,381

WDB Approved Budget= \$ 1,118,532

Expended YTD as of June 30, 2023

\$1,018,113

****In FY23 at minimum \$13,039,572 must be Expended By June 30, 2023****

100% Expended as of June 30, 2023

WIOA Funding by Category

Fiscal Year 07/01/2022-06/30/2023						
FY23 Service Provider (WDD)						
	FY23 Approved Budget	YTD FY23 AS OF 6/30/2023	% Spent YTD	Forecast	% Forecast	Balance Remaining
Roll Up						
ADULT	13,371,432	12,098,713	90%	12,098,713	90%	1,272,719
DW	1,337,143	907,355	68%	920,688	69%	416,455
YOUTH	7,577,145	4,428,312	58%	4,428,312	58%	3,148,833
Total	22,285,720	17,434,381	78%	17,447,713	78%	4,838,007
Fiscal Year 07/01/2022-06/30/2023						
FY23 Workforce Development Board (WDB)						
	FY23 Approved Budget	YTD FY23 AS OF 6/30/2023	% Spent YTD	Forecast	% Forecast	Balance Remaining
Roll Up						
ADULT	850,084	773,766	91%	773,766	91%	76,319
DW	78,297	71,268	91%	71,268	91%	7,029
YOUTH	190,150	173,079	91%	173,079	91%	17,071
Total	1,118,532	1,018,113	91%	1,018,113	91%	100,419





Thank You



**WORKFORCE DEVELOPMENT BOARD
BUDGET FY 2023
YTD JUNE 2023**

WDB-FY23	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED
TOTAL COSTS	1,118,532	65,376	60,247	63,519	77,932	73,959	62,452	64,170	44,984	103,014	109,284	122,579	170,598	847,515	1,018,113	100,419	76%
Fund - 222	BUDGET	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD EXPENDED	FORECAST	BALANCE	YTD % EXPENDED
PERSONNEL																	
REGULAR SALARIES	477,600	43,641	41,759	39,943	20,582	32,171	31,638	31,638	17,271	50,077	27,765	30,010	53,078	419,573	419,573	58,027	88%
TOTAL PERSONNEL	477,600	43,641	41,759	39,943	20,582	32,171	31,638	31,638	17,271	50,077	27,765	30,010	53,078	419,573	419,573	58,027	88%
FRINGE BENEFITS																	
TAXES	36,536	3,532	2,936	3,014	1,556	2,425	2,384	2,384	1,303	3,796	2,102	2,270	4,540	32,241	32,241	4,295	88%
RETIREMENT	58,124	5,664	4,713	4,861	2,176	3,915	3,850	3,850	1,845	6,094	3,379	3,652	6,460	50,460	50,460	7,664	87%
MEDICAL	81,792	6,816	6,816	3,408	7,316	2,340	5,680	5,680	2,840	6,816	5,112	3,340	8,520	64,684	64,684	17,108	79%
UNEMPLOYMENT & WORKERS' COMP	2,234	-	-	505	-	-	505	-	-	505	-	-	-	1,515	1,515	719	68%
TUITION REIMBURSEMENT	10,500	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10,500	0%
TOTAL FRINGE BENEFITS	189,186	16,011	14,465	11,788	11,048	8,680	12,419	11,914	5,988	17,212	10,593	9,262	19,520	148,900	148,900	40,286	79%
INDIRECT COSTS																	
INDIRECT COSTS	145,696	-	3,501	9,854	3,810	1,358	17,730	3,399	878	1,981	57,977	-	25,713	126,201	126,201	19,495	87%
TOTAL INDIRECT COSTS	145,696	-	3,501	9,854	3,810	1,358	17,730	3,399	878	1,981	57,977	-	25,713	126,201	126,201	19,495	87%
TRAVEL & TRAINING																	
TRAVEL	35,000	306	162	-	-	134	351	15,626	6,302	3,042	12,745	647	1,218	40,532	40,532	(5,532)	116%
TOTAL TRAVEL & TRAINING	35,000	306	162	-	-	134	351	15,626	6,302	3,042	12,745	647	1,218	40,532	40,532	(5,532)	116%
SUPPLIES																	
OFFICE SUPPLIES	4,500	-	113	922	-	-	222	1,500	575	-	-	158	3,314	6,802	6,802	(2,302)	151%
FOOD	1,000	-	-	-	-	-	-	-	-	410	-	-	-	410	410	590	41%
POSTAGE	50	-	-	-	-	1	-	-	-	-	-	-	-	1	1	49	0%
NON-CAPITAL EQUIPMENT	5,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5,000	0%
TOTAL SUPPLIES	10,550	-	113	922	-	1	222	1,500	575	410	-	158	3,314	7,213	7,213	3,337	68%
CONTRACTUAL																	
ONE STOP OPERATOR	200,000	-	-	-	40,525	31,524	-	-	13,940	29,376	-	82,317	66,748	264,430	264,430	(64,430)	132%
CONSULTANT	40,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	40,000	0%
TOTAL CONTRACTUAL	240,000	-	-	-	40,525	31,524	-	-	13,940	29,376	-	82,317	66,748	264,430	264,430	(24,430)	110%
OPERATING SERVICES																	
ASSOCIATION/MEMBERSHIPS	8,000	5,418	247	636	-	-	-	-	-	-	-	-	590	6,891	6,891	1,109	86%
MARKETING	2,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2,000	0%
LABOR MARKET	1,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,000	0%
PRINTING (COPIER)	6,000	-	-	-	1,675	-	-	-	-	-	-	-	140	1,815	1,815	4,185	30%
CELL PHONES/LAND LINES	3,500	-	-	377	291	92	92	92	31	916	204	185	277	2,557	2,557	943	73%
TOTAL OPERATING SERVICES	20,500	5,418	247	1,012	1,966	92	92	92	31	916	204	185	1,007	11,264	11,264	9,236	55%
TOTAL COSTS	1,118,532	65,376	60,247	63,519	77,932	73,959	62,452	64,170	44,984	103,014	109,284	122,579	170,598	1,018,113	1,018,113	100,419	91%



Information/Discussion/Possible Action. Shared Governance Agreement



MARICOPA COUNTY

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Shared Governance Agreement (SGA) Revision Update

August 3, 2023

Background

Shared Governance Agreement (SGA)

- The Shared Governance Agreement or “SGA” is the written agreement between the Maricopa County Workforce Development Board (MCWDB) and the Board of Supervisors (BOS) that describes how both parties will carry out their unique and shared governance functions under WIOA.
- Renew and approve every 3-years.
- Renewed term for SGA: 7/1/2023 – 6/30/2026. ✓

Summary of Revisions

- Updated agreement term,
- Confirmed alignment with Arizona Workforce Council policy and current MCWDB Bylaws,
- Spelling, grammar, punctuation and format revisions.

01 Complete

- MCWDB staff redline revisions.

02 Complete

- Maricopa County Leadership review, input, and redline revisions.
- Maricopa County attorney review, input, and redline revisions.

03 In progress

- **Executive Committee approval to move forward to MCWDB.**
- MCWDB approval.
- BOS approval.

Next Steps

Timeline

- 08/17/2023 Full Board Approval
- 08/23/2023 Board of Supervisor Approval

Thoughts? Questions?





Thank You



MARICOPA COUNTY

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Information/Discussion/Possible Action.

Title IB 4th Quarter Report



MARICOPA COUNTY

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July 2023

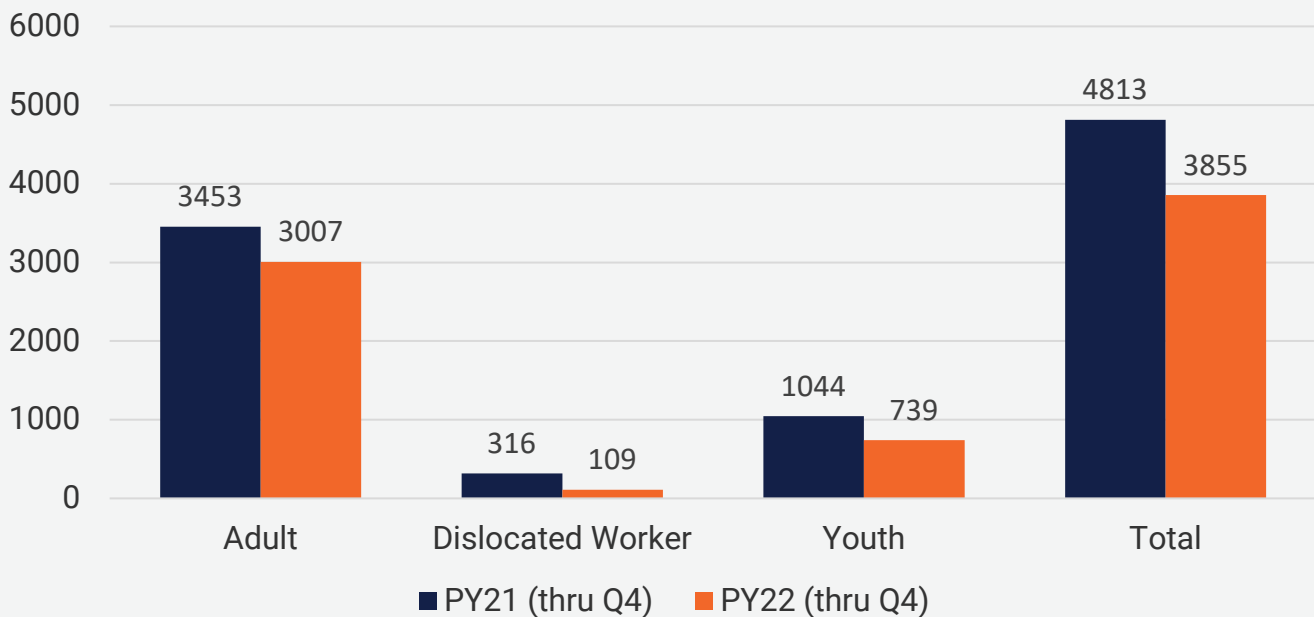
Quarter 4 Report FY23

Maricopa County
Human Services Department
Workforce Development Division

Overall Participation

In the 4th quarter, program participation declined compared to the previous year. The decrease participation can be associated with the counties very low unemployment rate. There was approximately a 20% decrease in overall participation between the two fiscal years. Programmatic changes, Priority of Service, and budget curbed enrollment into OST's to the previous levels. The goal is to more intentionality identify services are provided to clients most in need. Transportation continues to be our most sought-after industry; however, an increase in healthcare/social service training supporting more than 178 participants in the industry during through this past quarter.

Program Participation



Comprehensive Center Traffic

We currently operate 2 Comprehensive Centers, One located in the East Valley at 1001 W Southern Ave. Suite 101 Mesa, AZ 85210, the other located in the West Valley at 4425 W Olive Suite 190 Glendale, AZ 85302. Through the 4th quarter that traffic through those centers was captured as follows:

West Valley – 8449 Job Seekers

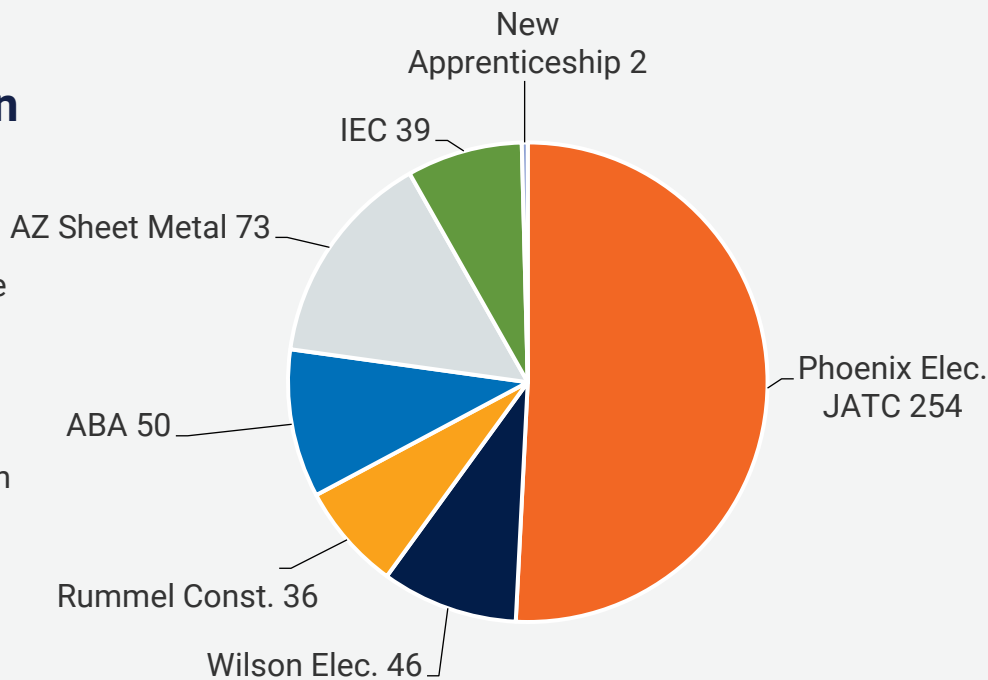
East Valley – 6954 Job Seekers

Apprenticeship

During the 4th quarter, the Maricopa County apprenticeship team supported 500 apprentices across our partner programs. Construction related fields continue to be the most sought-after programs, however, staff are actively working with employers and training providers from other industries such as healthcare and manufacturing to expand the number of opportunities available to those seeking them. During Q4 the apprenticeship team also engaged and enrolled 273 new apprentices into their respective programs with a start date in Q1 PY23

Apprenticeship Participation Breakdown

Currently seven apprenticeship training providers are receiving assistance. The program staff have connected and established 3 new formal relationships with Western Electrical Contractors Association, Skill up AZ, and Okland Construction to assist new participants moving forward with funding opportunities.



The Apprenticeship Team attended the Arizona Registrar of Contractors (AZ ROC) second annual Construction Science Technology Apprenticeship Fair and VIP Summit on April 26th, 2023 at Chase Field in Phoenix.

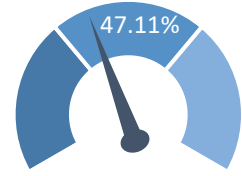
Breakdown: 40 exhibitors in construction trades—mix of Training Providers and employers. ABA/AZ Sheet Metal and PEJATC were all in attendance

During the Summit, AZ ROC reported 915 attendees and 40 employers at the event. The Apprenticeship Team engaged with business owners/training providers to discuss the apprenticeship career pathway.

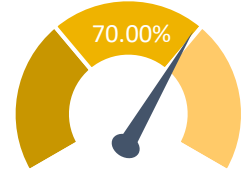


Priority Population Summary

In November 2022, the Maricopa County Workforce Development Division implemented a Priority of Service Policy to ensure available funding was available to job seekers with the highest need. The policy aligned the Adult/DW Program’s caseloads with priority funding specifically available to Veteran’s, Eligible Spouse’s of Veterans, Basic Skills Deficient, receiving Public Assistance, and/or low-income. The transition successfully shifted the composition of our caseload over the past six months and now 70% of the program’s caseload is individuals within those parameters.



January 2023

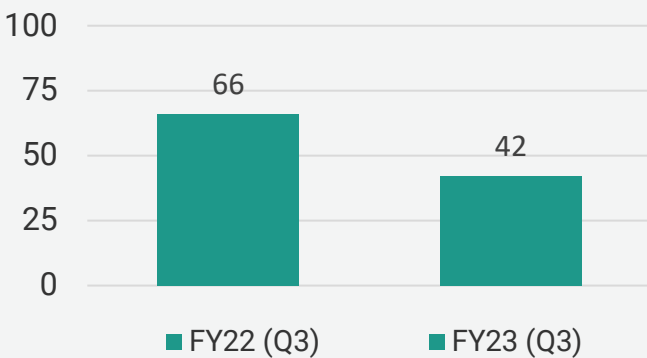


June 2023

Work Experience

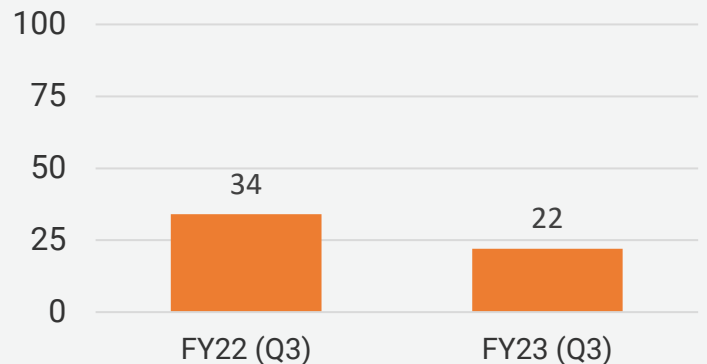
A Work Experience (WEX) is a planned, structured learning experience that takes place in a workplace for a limited time. Work Experiences may be paid or unpaid, as appropriate, and consistent with other laws, such as the Fair Labor Standards Act. A Work Experience provides participants with opportunities for skill development and includes academic and occupational education. The employer provides supervision and training to the participant as outlined in a Worksite Agreement. Work Experience wages are funded through the WIOA grant.

Youth Program



The Youth WEX program experienced a decrease in participation during the 4th quarter. The program the FY24 budgets in all youth elements and resulted in a reduction in youth participants at the comprehensive centers.

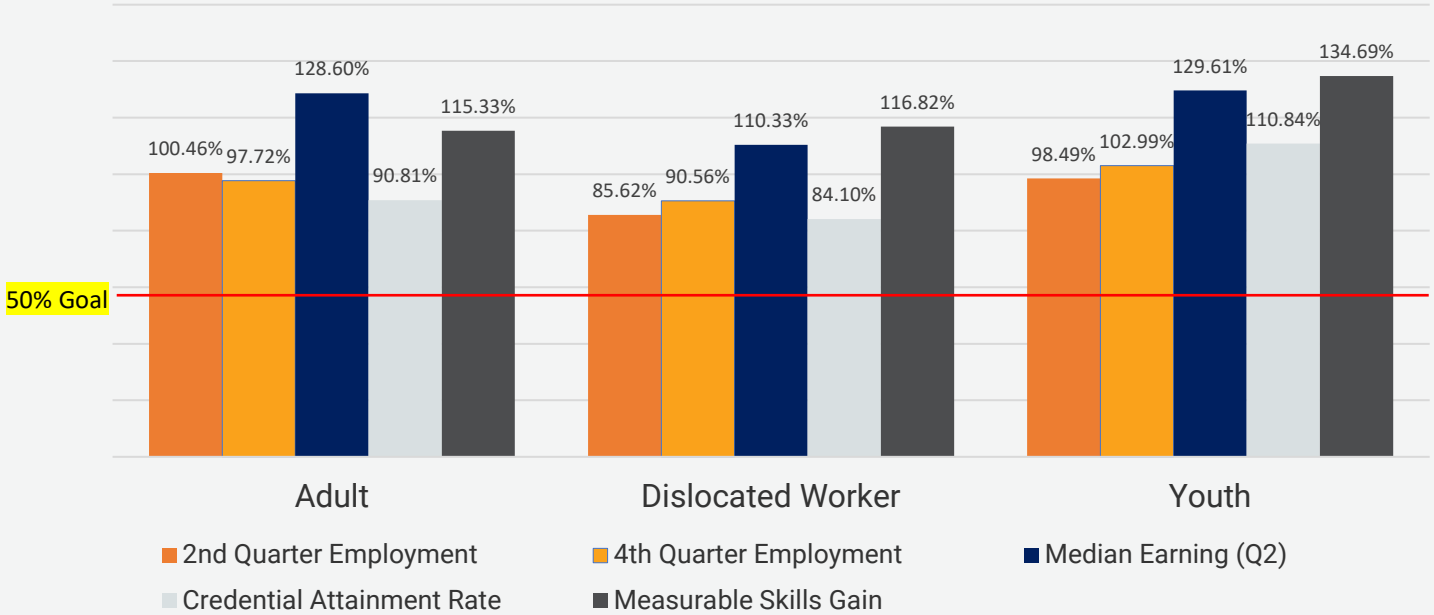
Smart Justice



In Q4 of FY23, there was a decrease in the number of Smart Justice participants in the WEX Program. The program does not anticipate future decreases in service delivery levels.

WIOA Performance

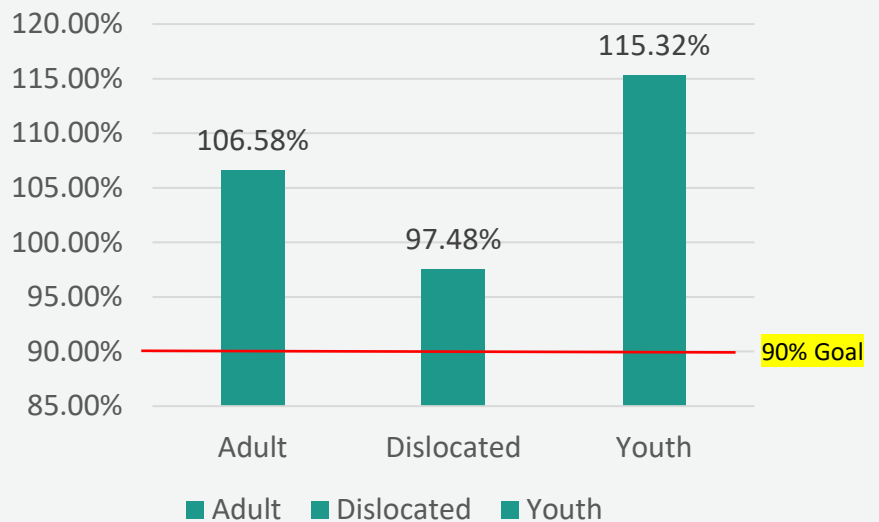
Adjusted Performance Measures



Adjusted Performance: Within the adjusted performance metrics, all program are currently above the targeted fifty percent line in all categories. Due to the targeted efforts from the career advisors and quality improvement team, the Dislocated Worker program is now exceeding the targeted metrics in all categories.

Overall Scoring: The overall scores for the three core programs are an average of the scores from the five performance measures displayed above. The Youth and Adult programs are exceeding the annual goals. Staff are confident that by the end of the program year the Dislocated Worker Program will have captured more credentials and measurable skills gains in to exceed the goal in this program as well.

Overall Scores



Program Highlights

Youth Program

The Youth Team was very active in its Community Partnerships by

- Co-hosting a Youth Job Fair with the City of Tempe
- Hosting Gilbert High Students at our East Valley Career Center
- Presenting program information to our OSO and Title Partners
- Providing a Career Readiness Workshop for 30+ Youth participating in a Tempe Summer Internship Program
- Providing a Resume Workshop for the MESA PD Youth Program
- Presenting program information to Rio Salado College, and

Additionally, the team continued to meet internally to drive the successful transition of In-House delivery of seven of the fourteen Youth Elements. Vendor meetings began in June providing a platform to communicate the importance of quality and fiscal responsibility expected of all program partners when delivering services to valued Participants

Smart Justice Program

The Smart Justice team continued a successful collaboration with MCAPD at the various probation sites, and with DES & ADCRR at the Second Chance Centers at Phoenix West and Perryville. Smart Justice was able to provide direct services to 85 individuals at those locations. These services included orientation, meet and greets, and individualized enrollments.

In an additional partnership with ADCRR & DES, Smart Justice provided orientation and facilitated workshops during the Resource Employment Development (RED) Program to 298 individuals in a virtual classroom setting. These partnerships continue to showcase how Reentry services are successfully being provided as a collaborative.

To end the year, in partnership with St. Mary's Skills Center, Smart Justice enrolled 15 new participants and managed 22 clients overall in the WEX Program for Q4. This led to 14 participants successfully completing the Culinary or Forklift Operator Program. With the newly acquired life and workforce skills to go with newly obtained employment, these participants will begin their workforce journey towards self-sufficiency.

Program Highlights (continued)

Adult/Dislocated Worker Program

During the 4th Quarter, the Adult/Dislocated Worker team completed 212 Meet & Greet appointments and enrolled 63 individuals and focused on service to high priority individuals which includes veterans, eligible spouses of veterans, low-income individuals, and basic skills individuals. The team also partnered with City of Phoenix and processed 27 transfers to prevent the delay of services to participants applying for OST funding. The team promoted new workshops in the center by engaging participants to attend center workshops such as Financial Empowerment, Resiliency in the Workplace, and LinkedIn.

The Adult/Dislocated Worker team ensured that all Measurable Skill Gains (MSG) overlapping program years were resulted out and documented the successful closure of the training milestones. Staff participated in special initiatives to focus on special populations in the community. Career Advisors were identified to conduct outreach at Rapid Response events to increase engagement with dislocated workers. Career Advisors were identified to partner with Rapid Rehousing/CBI-Homeless Division, Empowerment Pathways Programs, and Early Education to provide 2 Gen Services.

Business and Community Services

The business services portion of Microsoft Dynamics, a customer relationship management software tool (CRM), is in full implementation. Staff record all contact with business, hiring event data and job placements on this platform. Staff identify a business's industry in the profile and track and monitor activity in the six in-demand industries. The information is cross referenced with any participant engaging in hiring events, job referrals and ultimately job placements.

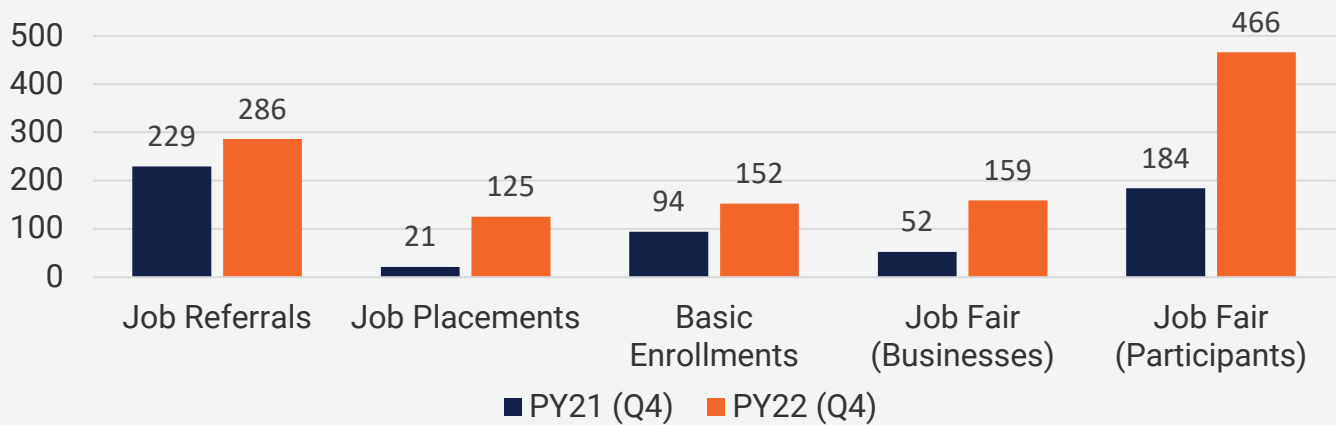
Core participant workshops and hands on labs focusing on Job Search, Resume' and Interview skills are created based off staff collaboration in workgroups. For service delivery consistency, staff attended the three workshops. The same three core workshops, in addition to others, are regularly provided at all eight workforce partnership sites and two comprehensive enters.

A cost-sharing agreement with the City of Goodyear established Goodyear Workforce Development Coordinator. The position will be housed at the Maricopa County Human Services campus in Goodyear, also housing Early Education Division classrooms and a public health facility. Workforce services are expected to begin early next quarter.

Business and Community Services

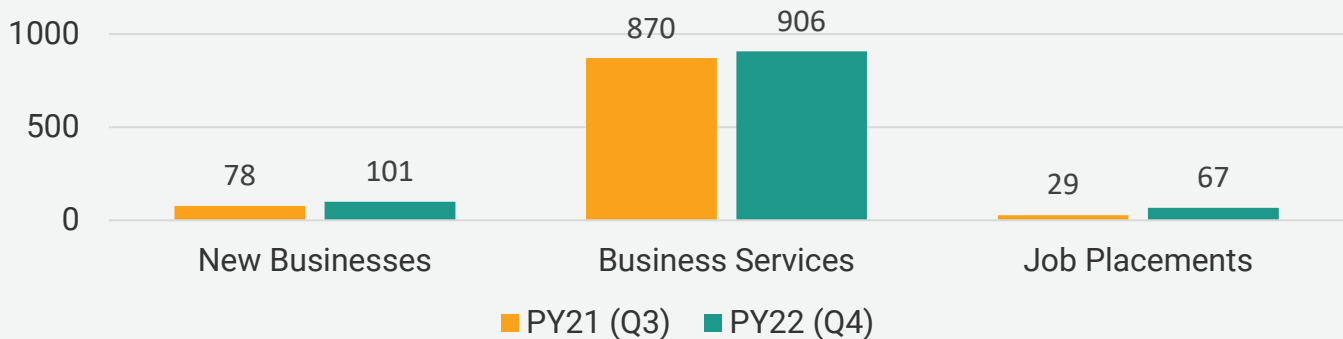
The Business and Community Services team re-alignment has been successful with an increase in community participation. The hiring events are being promoted both internally and externally by community partners. Increases the number of participants from businesses and job seekers. The Business Service Representatives are providing labor market information and job leads to the Workforce Development Coordinators monthly, which is resulting in an increase in both job referrals and placements.

Workforce Development Coordinators



The Workforce Development Coordinators (WDC's) continue to work closely with the local municipalities in whom we share an agreement with. The WDC's are tasked with providing all services offered at the two main career centers in Glendale and Mesa.

Business Service Representatives



The Business Service Representatives serve as the face of services available to local businesses on behalf of the program. Staff are committed to connecting employers with highly trained and talented job seekers throughout our communities. There have been increases in all major Key Performance Indicators amongst our BSR team. Staff are tracking follow up services and providing the information to the employers for enhanced engagement.

Success Stories

Success Story 1: Mesa Event

On 6/27/23, Workforce Development Coordinators and Business Service Representatives held a hiring and resource event at the Mesa Arts Center. In attendance were 38 employers, 8 community resource organizations and 80 job seekers. Of the 38 employers, 28 of them were in our board identified in demand sectors. The event has yielded 6 job interviews and 3 job placements to date, with outcomes continuing to occur.

A unique highlight of this event was the large-scale, on site, clothing boutique. Women's and men's professional clothing, shoes, jewelry, bags and more were available to pick out, try on and take home. The job seekers were all super excited about being able to receive clothing to participate in their upcoming job interviews with the onsite employers and eventually wear to their new jobs. Almost 50 job seekers went home with attire.

One client expressed that being able to pick out, try on and take-home professional clothing from the boutique gave her confidence in her appearance in her current role and in attending interviews for a growth position she applied for. She was so thankful for the opportunity she promised that she would pay it forward by referring other job seekers to come see us at the Mesa partner site.

Success Story 2: RaShell

RaShell, a job seeker working with Melinda, the Workforce Development Coordinator in Surprise, participated in workforce services and secured employment.

RaShell wrote the following powerful email:

I was out of work, starting to feel unemployable, at a loss and just feeling down. I went to ARIZONA@WORK at the suggestion of a neighbor and was introduced to Melinda. At first, I put it off, I did not believe that I would benefit from going there, and I soon found out how wrong I was.

The day I walked into the office I was greeted immediately with a smile and kindness, but I was not alone. That is how everyone that walks into that office is greeted. Melinda met with me, and I was still not sure if she would be able to help me find a job. But, when I walked out the door, I felt a lot more upbeat, Melinda talked with me, not to me. I left with information on how to redo my current resume, (which needed to be done) information on Community Resources, as well as fliers on upcoming Job Fairs and Career Workshops. I was given the tools I needed to find a job and the support, but I did the work. I took full advantage of everything I was offered, and it made a difference. I would not have been as successful without Melinda's help and support. I now have a job and a new perspective. The Career Workshops are very beneficial and really help one to get out of their comfort zone, prepare for interviews and build confidence. I am very appreciative of the services provided by ARIZONA@WORK, Melinda and all the staff there. I highly recommend to anyone looking for a job, or a better job to go to the ARIZONA@WORK office for assistance.

-RaShell

Rate of pay: \$22.00 an hour

Hours: 40 hours per week

Position: Family Connections Consultant

Start date: June 26, 2023



Maricopa County
Human Services Department
Workforce Development Division
Maricopa.gov/WDD

July 2023

FY 2024 Q1- WEST VALLEY

Labor Market Trends

West Valley Cities: Avondale, Buckeye, El Mirage, Gila Bend, Glendale, Goodyear, Peoria, Surprise, Tolleson, Wickenburg

Maricopa County
Human Services Department
Workforce Development Division

Top Employers

1. Waste Management
2. Superior Contracting
3. Tradesmen International
4. Helix Electric
5. Faith Technologies

Potential Occupations

1. Electrician
2. Plumber
3. Laborer
4. Superintendent
5. Heavy Equipment Operator

Average Starting Salary

\$60,550




Projected Industry Growth

+0.7%

Training Providers

Go to Arizona Job Connection:
https://www.azjobconnection.gov/#tabs_training_provider

Available Credentials

-  Heating, Ventilation, Air Conditioning and Refrigeration (HVAC/R) EPA Section 608 Universal Certification
-  Construction Trades Certification (NCCER)
-  OSHA (Occupational Safety and Health Administration) Certificate

Top Employers

1. Surprise Ford
2. Wells Fargo
3. GXO Logistics
4. Volvo Car Corp.
5. JP Morgan Chase & Co.

Potential Occupations

1. Finance Manager
2. Director Budget Finance
3. Accounting Manager
4. Senior Finance Manager
5. Tax Professional

Average Starting Salary

\$107,750



Projected Industry Growth

-0.6%

Training Providers

Go to Arizona Job Connection:
https://www.azjobconnection.gov/#tabs_training_provider

Available Credentials

-  Intuit QuickBooks Certification
-  Certified Professional Coder
-  FINRA Securities Industry Essentials Certification

Top Employers

1. Abrazo Health Care
2. Banner Health
3. Soliant
4. Host Healthcare Inc.
5. Addus Home Care

Potential Occupations

1. Registered Nurse
2. Physical Therapist
3. Registered Nurse Medical Surgical
4. Licensed Practical Nurse
5. School Psychologist




Average Starting Salary **\$85,450**

Projected Industry Growth **+1.2%**

Training Providers

Go to Arizona Job Connection:
https://www.azjobconnection.gov/#tabs_training_provider

Available Credentials

-  Certified Nursing Assistant
-  Certified Clinical Medical Assistant
-  Certified Phlebotomy Technician

Top Employers

1. Internal Revenue Service
2. Leidos
3. Maricopa Community Colleges
4. Amazon
5. Cox Communications

Potential Occupations

1. Software Engineer
2. Java Developer
3. System Administrator
4. Network Engineer
5. Senior Software Engineer




Average Starting Salary **\$96,900**

Projected Industry Growth **+3.3%**

Training Providers

Go to Arizona Job Connection:
https://www.azjobconnection.gov/#tabs_training_provider

Available Credentials

-  CompTIA A+, Network + and Security + Certifications
-  Certified Information Systems Security Professional (CISSP)
-  Microsoft Certified Solutions Developer (MCSD)

Top Employers

1. Parker Hannifin Corp
2. Costco Wholesale Corp.
3. Campbell Companies - Exton
4. Waste Management
5. Hello Fresh

Potential Occupations

1. Machine Operator
2. Production Supervisor
3. Assembler
4. Welder
5. Production Associate

Average Starting Salary

\$45,050




Projected Industry Growth

+3.4%

Training Providers

Go to Arizona Job Connection:
https://www.azjobconnection.gov/#tabs_training_provider

Available Credentials

-  MIG Welding Certification
-  CNC (Computer Numerical Controlled) Machining Certificate
-  CNC (Computer Numerical Controlled) Operator Certificate

Top Employers

1. Waste Management
2. Jimmy John's
3. Schneider National
4. Penske
5. Walmart

Potential Occupations

1. Forklift Operator
2. Delivery Driver
3. Truck Driver (CDL)
4. Warehouse Worker
5. Material Handler

Average Starting Salary

\$51,000




Projected Industry Growth

+1.5%

Training Providers

Go to Arizona Job Connection:
https://www.azjobconnection.gov/#tabs_training_provider

Available Credentials

-  CDL (Commercial Driver's License) A
-  Airframe and Powerplant Certification
-  CDL (Commercial Driver's License) B



Maricopa County
Human Services Department
Workforce Development Division
Maricopa.gov/WDD

July 2023

FY 2024 Q1 – EAST VALLEY

Labor Market Trends

East Valley Cities: Cave Creek, Carefree, Chandler, Fountain Hills, Gilbert, Guadalupe, Mesa,
Paradise Valley, Queen Creek, Scottsdale, Tempe

Maricopa County
Human Services Department
Workforce Development Division

Top Employers

1. TDIndustries
2. Granite Construction
3. DCS Contracting, Inc.
4. Hunter Contracting Co.
5. Stantec

Potential Occupations

1. Electrician
2. Project Manager
3. Superintendent
4. Carpenter
5. Construction Laborer




Average Starting Salary **\$56,900**

Projected Industry Growth **+0.7%**

Training Providers

Go to Arizona Job Connection:
https://www.azjobconnection.gov/#tabs_training_provider

Available Credentials

-  Heating, Ventilation, Air Conditioning and Refrigeration (HVAC/R) EPA Section 608 Universal Certification
-  Construction Trades Certification (NCCER)
-  OSHA (Occupational Safety and Health Administration) Certificate

Top Employers

1. Wells Fargo
2. Internal Revenue Service
3. KPMG
4. JP Morgan Chase & Co.
5. Deloitte

Potential Occupations

1. Accountant
2. Financial Analyst
3. Accounting Manager
4. Business Analyst
5. Controller

Average Starting Salary

\$70,900



Projected Industry Growth

-0.6%

Training Providers

Go to Arizona Job Connection:
https://www.azjobconnection.gov/#tabs_training_provider

Available Credentials

-  Intuit QuickBooks Certification
-  Certified Professional Coder
-  FINRA Securities Industry Essentials Certification

Top Employers

- 1.** Banner Health
- 2.** Honor Health
- 3.** Matrix Medical Network
- 4.** Soliant
- 5.** Host Healthcare, Inc.

Potential Occupations

- 1.** Registered Nurse
- 2.** Medical Assistant
- 3.** Registered Nurse - ICU
- 4.** Physical Therapist
- 5.** Certified Nursing Assistant

Average Starting Salary

\$67,800




Projected Industry Growth

+1.2%

Training Providers

Go to Arizona Job Connection:
https://www.azjobconnection.gov/#tabs_training_provider

Available Credentials

-  Certified Nursing Assistant
-  Certified Clinical Medical Assistant
-  Certified Phlebotomy Technician

Top Employers

1. Wells Fargo
2. Northrop Grumman
3. Deloitte
4. Internal Revenue Service
5. General Motors Corporation

Potential Occupations

1. Software Engineer
2. Project Manager
3. Java Developer
4. Data Engineer
5. .NET Developer

Average Starting Salary

\$94,550

Projected Industry Growth

+3.3%

Training Providers

Go to Arizona Job Connection:
https://www.azjobconnection.gov/#tabs_training_provider

Available Credentials

- ✓ CompTIA A+, Network + and Security + Certifications
- ✓ Certified Information Systems Security Professional (CISSP)
- ✓ Microsoft Certified Solutions Developer (MCSD)

Top Employers

1. West Pharmaceutical Services
2. Oldcastle
3. Metalcraft Technologies
4. Commercial Metals Company
5. Abbott Laboratories

Potential Occupations

1. Machine Operator
2. Assembly/Assembler
3. Quality Inspector
4. Production Operator
5. Welder




Average Starting Salary **\$38,300**

Projected Industry Growth **+3.4%**

Training Providers

Go to Arizona Job Connection:
https://www.azjobconnection.gov/#tabs_training_provider

Available Credentials

-  MIG Welding Certification
-  CNC (Computer Numerical Controlled) Machining Certificate
-  CNC (Computer Numerical Controlled) Operator Certificate

Top Employers

1. Domino's Pizza
2. Waste Management
3. Schneider National
4. PENSKE Truck Rental
5. Amazon

Potential Occupations

1. CDL Drivers
2. Warehouse Package Handler
3. Delivery Driver
4. Forklift Operator
5. Material Handler




Average Starting Salary **\$45,550**

Projected Industry Growth **+1.5%**

Training Providers

Go to Arizona Job Connection:
https://www.azjobconnection.gov/#tabs_training_provider

Available Credentials

-  CDL (Commercial Driver's License) A
-  Airframe and Powerplant Certification
-  CDL (Commercial Driver's License) B




Maricopa County
Human Services Department
Workforce Development Division
Maricopa.gov/WDD



Information/Discussion Only. PY23 Allocations



MARICOPA COUNTY

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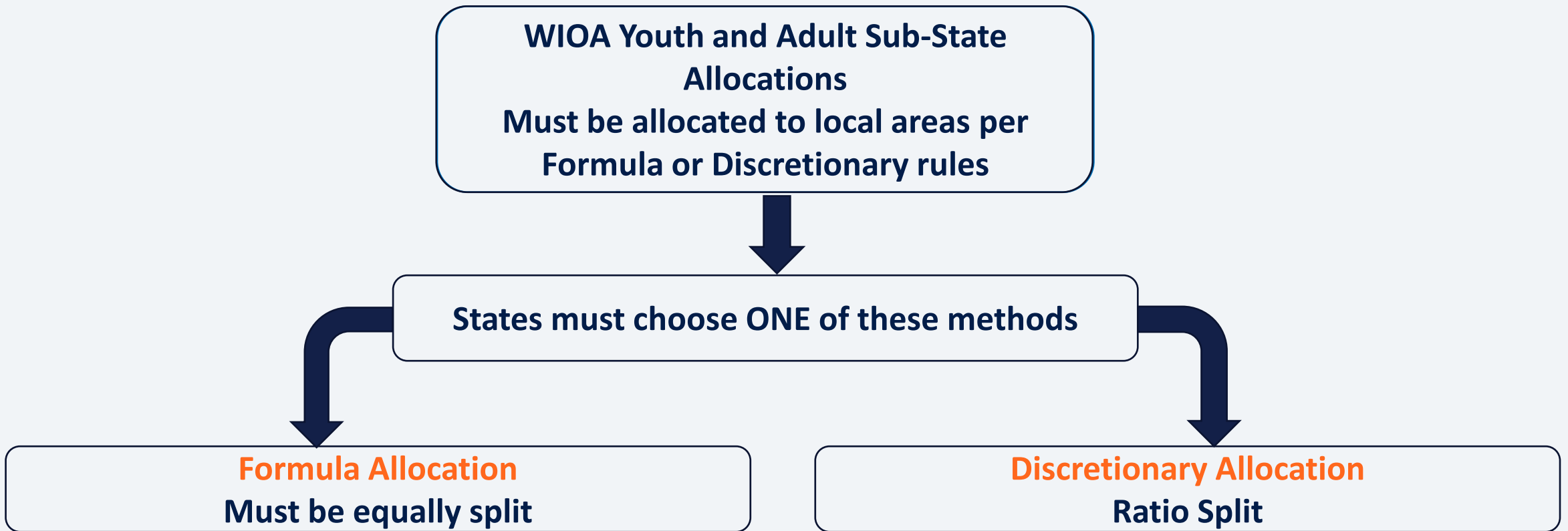
PY 2023 Allocations

Steve Clark, Executive Director
August 2023

Funding Allocations

- ✓ **WIOA requirement**
- ✓ OEO/DES Staff receive State allotment(s)
- ✓ Summary:\$79.7 mil (Program Year 23 –Title 1)
- ✓ State Reserve -\$19,489,254
- ✓ Local Area Allocation -\$60,178,737

Allocations Distribution Methods



Allocations Distribution Methods

Formula Allocation Method
Must be equally split



Areas of Substantial
Unemployment



Excess
Unemployment



Disadvantaged
AD/Youth

Minimum percentage (stop loss) applies

Allocations Distribution Methods

Discretionary Allocation Formula Ratio Split

Must Be split in equal parts and must total no less than 70% of total funding



May be split at any ratio using both factors but no more than 30% of total funding

1
/
3

1
/
3

1
/
3

ASU

Excess UI

Disadvantaged
AD/Youth

Excess UI

Excess
Youth/Poverty

Minimum percentage (stop loss applies)

Minimum percentage (stop loss may apply)

PY 23 Allocations

Factors for Consideration

- ✓ Option that provides the greatest benefit to the majority of the local areas while causing the least harm to all areas
 - Adult-2b
 - Youth-2b
 - Dislocated Worker-Option 1
- ✓ Continuing unemployment impacts of Covid-19 on local areas
- ✓ Local areas allocation based on size of labor pool & # of unemployed
- ✓ Negative impacts to specific local area(s)
- ✓ Amount of reverted funds in prior years

Summary of Distribution of Funds

Program Fund	Total Arizona Allotments	Total State of Arizona Reserves	Total Local Area(s) Allocations
Adult	\$24,088,343	\$3,613,251	\$20,475,092
Dislocated Worker	\$30,156,226	\$12,062,490	\$18,093,736
Youth	\$25,423,422	\$3,813,513	\$21,609,909
Total	\$79,667,991	\$19,489,254	\$60,178,737

Local Area Allocations (PY 23)

Program Fund	Total Local Workforce Area Allocations	% of Total State Allotment
Adult	\$20,475,092	85% of Total Adult Allotment
Dislocated Worker	\$18,093,736	60% of Total Dislocated Worker Allotment
Youth	\$21,609,909	85% of Total Youth Allotment
Total	\$60,178,737	75% of Total Arizona Allotment

MCWDB Annual Comparison

Program Fund	PY 22	PY 23	Decrease
Adult	\$5,300,033	\$4,331,066	\$968,967
Dislocated Worker	\$6,701,532	\$5,545,694	\$1,155,838
Youth	\$5,692,414	\$4,638,718	\$1,053,696
Total	\$17,693,979	\$14,515,478	\$3,178,501

Next Steps

- ✓ DES executes Subgrant Agreements
- ✓ Allocations are provided to Local Areas
 - (30 days after funds are received by the State)

Questions?



Information/Discussion Only. US Department of Labor (DOL) Monitoring Update



MARICOPA COUNTY

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US Department of Labor (DOL) Monitoring Update

Steve Clark, Executive Director
August 2023

DOL Monitoring

- **July 25 & 26, 2023**
- **East & West Valley Career Centers**
- **On-site & Hybrid**
- **Yuma/COP/Maricopa**

Elements Monitored

- **Overview of LWDB**
- **Programmatic & Fiscal Review**
- **Youth Providers**
- **Board Members**
- **Business Services**

Elements Monitored

- **Board Planning & Monitoring**
- **Shared Governance Agreement**
- **Local Plan**
- **MOU-IFA**
- **Bylaws**
- **Fiscal Agent Roles**

Elements Monitored

- **Policies**
- **Assessment for AD, DW, and Youth**
- **Rapid Response Uses**
- **Incumbent Worker Training**
- **Veterans Priority of Service**

Interviews

- **Participants**
- **Board Members inc. Title III**
- **Business Customers**
- **Local Board Staff**
- **Service Providers**

Next Steps

- **Final Report–TBD**
- **Share Final Report with MCWDB–TBD**