

Yavapai County Workforce Development Board November 10, 2021 Meeting Minutes

Attendees:	Present/Absent	Number of Absences in 2021
Phil Tovrea, Chairman	Present	1
Gary Hassen, Vice Chairman	Absent	1
Anita Payne, Immediate Past Chairman	Present	0
Mark Timm	Present	0
Greves, Kurt	Absent	4
Rick Duff	Absent	2
Garth Bascom	Present	0
Alycia Botkin	Present	0
Elaine Bremner	Present	0
Tony Gauthier	Present	0
John Heiney	Present	0
Mel Ingwaldson	Present	0
Nancy Jensen	Present	0
Ginger Johnson	Present	0
Craig Lefever	Present	0
Patrick Ramirez	Present	0
Brenda Rhodes	Absent	0
Soto, John	Absent	0
Wilkinson, Kurt	Present	0

Staff: Teri Drew, Executive Director
Julia Sawyer, Executive Assistant

Guests: Leah Cickavage, NACOG Operations Manager

I. Call to Order/Welcome/Introductions

Chairman Phil Tovrea called the meeting to order at 10:09 AM. Executive Assistant Julia Sawyer called the roll, a quorum was present. Chairman Tovrea welcomed new member Patrick Ramirez to the meeting. Mr. Ramirez gave a brief summary of his work with Arizona Pipe Trades Apprenticeship at U.A. Local 469 and his background. Chairman Tovrea also welcomed new member Kurt Wilkinson, owner of Granite Mountain Design, a local manufacturer. Mr. Wilkinson shared his background and a summary of his business. Executive Director Teri Drew noted that Mr. Wilkinson recently gave her and Leah Cickavage a tour of the manufacturing facility, noting that it is an impressive facility.

Chairman Tovrea stated the meeting protocol for Zoom attendees.

II. **Reading of the WDB Mission Statement**

Chairman Tovrea read the WDB Mission Statement: *To build economic success through workforce development partnerships.*

III. **Approval of the August 12, 2021 Minutes**

Chairman Tovrea called for questions or comments regarding the minutes of the August 12, 2021 WDB meeting. Hearing no comments, he called for a **motion and second to approve the minutes as drafted; so moved by John Heiney, seconded by Garth Bascom. The motion carried unanimously.**

IV. **Chair's Report**

▪ **Executive Committee Updates**

Chairman Tovrea provided updates from the Executive Committee, reporting that Tony Gauthier has been appointed to represent the non-voting Public Voice for the Executive Committee for Program Year 2021-22. Chairman Tovrea also reported the appointment of Committee Chairs, which will remain the same with Mel Ingwaldson serving as Chair of the Youth Council and Craig Lefever serving as Chair of the One Stop Committee.

Chairman Tovrea reported that Kurt Wilkinson was voted for recommendation to the Board of Supervisors for appointment to the WDB. He also noted that Rick Duff has noted that he will be retiring in December. Staff is working to find a replacement, and Ms. Drew noted that Mr. Gauthier will also assist with locating a replacement for Mr. Duff.

V. **Director's Report**

▪ **Program Update**

Ms. Drew began her report with labor market news, noting that while One Stop Job Centers are busy, spending is low in comparison to pre-COVID spending. She noted that clients and employer assistance activity is high in Yavapai County, but fewer contracts are being processed due to the immediate nature of the need for workers. Ms. Drew noted that the high activity is a positive for performance measure reporting because of the numbers of employer/worker connections being made. She described innovative solutions to ensure a spending plan that remains on target with state and federal spending requirements, which include increasing the ceiling for Classroom Training, On-the-Job Trainings and Supportive Services, as well as increased marketing campaigns targeting specific audiences such as Dislocated Workers, Youth, Veterans and Phoenix Metro job seekers. Ms. Drew reported positive attention from the outreach campaigns, including media interest in the jobs being promoted and the opportunity to sell their ad space to expand the field. These campaigns are money well-invested to attract labor to local business.

Ms. Drew spoke briefly about Rapid Response funding that has been retained at the State level for the last two years, money that used to directly assist local area businesses and workers facing closure and layoff. She reported that the State has not spent the funds as required and they are now apparently turning that money over to the local areas through Department of Economic Security (DES) offices rather than through Title I Dislocated Worker programs. Ms.

Drew respectfully noted that Title I will seek out partnership opportunities with DES with regards to these funds. Ms. Drew commented that the goal is not to send any unspent funding back to the state, and she is recommending all of the local workforce areas to request a waiver from the state to extend one more year of spending on our contracts. Ms. Drew noted that the Department of Labor allows three years to spend down, but the state allows two years currently.

Ms. Drew noted that for this Veterans Day the marketing campaign focus is a Call to Service to those Veterans returning to the States from Afghanistan and other areas who are looking for post-military work. She also reported that the December marketing campaign will be focused on retirees and seniors looking to return to the workforce. She noted that Quad Cities Business News and Prescott LIVING Magazine have featured retirees returning to the workforce with their years of experience, good work ethic and applicable skills needed in the workplace. Ms. Drew paused for questions, there were none.

Ms. Drew reported hiring a new Administrative Assistant to assist at the EWD office.

▪ **Budget Review**

Ms. Drew reported that the WDB has the authority to develop Title I budgets for the expenditure of federal funds for recommendation and approval to the Board of Supervisors. Additionally, the WDB can move up to 100% training and participant support funds between the Adult and Dislocated Worker programs based on demand. Ms. Drew reported higher demand in Adult Services this program year and less demand in Dislocated Worker program services, and Chairman Tovrea has authorized a transfer from Dislocated Worker to Adult in the amount of \$327,000 total. Ms. Drew noted that everyone received a copy of the budget transfer breakdown prior to the meeting, and she reviewed the summaries, noting that in Yavapai County it is easier to spend Adult funds with fewer business closures resulting in Dislocated Workers. There are no transfers from administration, only training and support. Ms. Drew requested a motion to ratify the transfer of funds. Chairman Tovrea called for a **motion to approve the transfer of \$327,000 from the Dislocated Worker budget to the Adult Budget as presented; so moved by John Heiney and seconded by Tony Gauthier. The motion carried unanimously.**

Ms. Drew concluded her report by noting the 2020 Census is out, demonstrating an increase in population and labor force in Yavapai County. She noted the positive outcome for both statistics – our growth is higher than any other county in the state and our unemployment rate is below national and state averages. She complemented the state, cities and towns in their successes. John Heiney commented on the increase in tourism for the City of Prescott, setting a record in 2020. Ms. Drew commented the same trend throughout the Northern Arizona region.

VI. Youth Council Report

Chairman Tovrea turned the meeting over to Mel Ingwaldson, reporting telephonically to bring the Youth Council report. Mr. Ingwaldson reported that the Youth Council met in October to develop a Scope of Work, Mission and Vision. He turned the report over to Leah Cickavage to highlight the Youth Council Strategic Plan.

- **Youth Council Strategic Planning**

Ms. Cickavage reviewed the outline of the Plan, first identifying the Mission and Vision of the Youth Council:

Mission: Leader of innovative partnerships and services that support sustainable youth opportunities in Yavapai County.

Vision: To build a stronger future for youth in Yavapai County.

The purpose of the Youth Council is to provide oversight for quality services to youth in Yavapai County for long term success. Ms. Cickavage reported that the Youth Council adopted the Chair's Initiative for continuous improvement on Youth Performance Standards and youth future development with skills based trainings.

The Scope of Work outlined the goals and priorities, responsibilities and outputs. Ms. Cickavage described the membership of the Youth Council and goals for building membership with relevant partnerships such as Juvenile Justice, homeless/housing youth organizations, businesses with apprenticeship opportunities, Veterans, tribal and parents of youth. Ms. Cickavage paused for questions or comments. Ms. Drew suggested they include the definition of "Youth" on their Scope of Work for clarity – ages 16 through 24.

- **PY 2021-22 Youth Council Scope of Work Review/Approval**

Chairman Tovrea called for a **motion and second to approve the Youth Council Scope of Work for PY 2021-22 as presented; so moved by Anita Payne, seconded by Elaine Bremner. The motion carried unanimously.**

VII. **One Stop Committee Report**

Chairman Tovrea turned the meeting over to Craig Lefever to report on the One Stop Committee Strategic Planning.

- **One Stop Committee Strategic Planning**

Mr. Lefever began by reporting the One Stop Committee also met to develop a Scope of Work and a strategic plan outline, noting the Mission and Vision of the One Stop Committee:

Mission: Empower job seekers, businesses and the community with innovative workforce solutions.

Vision: Facilitate an innovative local service delivery system to the Yavapai County community.

The purpose of the One Stop Committee is to facilitate communications among One Stop Partners in order to provide business development to areas with the greatest impact and improve quality of services to Yavapai County residents.

Mr. Lefever described the membership of the One Stop Committee, consisting of the Workforce Innovation and Opportunity Act core partners (Title I Adult, Youth and Dislocated worker; Title II Adult Basic Education, Title III Wagner-Peyser, Title IV Vocational Rehabilitation) and the One Stop Operator. He also described the meeting schedule of the One Stop Committee.

The Chair's Initiative for the One Stop Committee is to expand industry recognized credentials for short term skills building in industry recognized career pathways that qualify for the Eligible Training Provider List (ETPL). Mr. Lefever then described the Goals and Priorities of the Scope of Work, and paused for questions. Ms. Drew noted a question regarding the Yavapai County average wage, and she reported it as \$20.43 per hour. She noted that a year ago, the average hourly wage was \$15 per hour, and the year before that was \$12-\$13 per hour. Some discussion followed regarding the difficulty the high average hourly wage poses for non-profits in filling jobs. Mr. Lefever commented that Arizona's minimum is higher than the national minimum wage. Alycia Botkin commented that the State is losing employees due to their hourly rate being lower than the going average wage. Comments also followed about variances in minimum wage rates from city to city, such as Flagstaff, which has a higher minimum wage that the State cannot compete with.

Mr. Lefever returned to the One Stop Committee Scope of Work, continuing to report on the goals and priorities, responsibilities and outputs of the One Stop Committee. With that he deferred to Chairman Tovrea for discussion and approval.

▪ **PY2021-22 One Stop Committee Scope of Work Review/Approval**

Chairman Tovrea called for a **motion and second to approve the One Stop Committee Scope of Work; so moved by Patrick Ramirez, seconded by John Heiney. The motion carried unanimously.**

VIII. One Stop Operator Report

Chairman Tovrea turned the meeting over to Leah Cickavage for the One Stop Report.

One Stop Update

Ms. Cickavage reviewed the 1st Quarter One Stop Operator Partners Update for Program Year 2021-22. She reported that Title I Prescott is beginning to see increases in some services, but some decreases also, particularly in career services and case management. Ms. Cickavage attributed the negative numbers to the additional services that were being provided during the pandemic that are out of the scope of normal for the Title I office. Title I Cottonwood saw increases across the board for services. Ms. Cickavage noted the Satisfaction Surveys remained consistent with a 98% satisfaction rating. There was a decrease in Business Assistance Services over last year. Title I is also reporting COVID-19 Contact Tracing services on behalf of Yavapai County of 128 over the first quarter. There were no measures for the previous year as this is a new service.

Ms. Cickavage reported that Title II Yavapai College saw significant increases in services over the same quarter last year, with only one decrease in the total number of participants in the Integrated Education /Training Program.

Title III DES in Prescott did not report for Quarter I, and Ms. Cickavage noted that there was no 1st Quarter presence in the office in Prescott. She reported that Title III is now currently reporting to the Prescott One Stop on Tuesdays and Thursdays, and these numbers are expected to be reported for the next quarter. Title III in Prescott Valley is seeing increases

across the board with the exception of a few services, such as Workshops, Employer Contacts and Job Orders Written, as they are working remotely. There were no reported numbers for those services. Title III in Cottonwood has also seen increases across the board.

Title IV is seeing some decreases in services, although the wage at closure has increased by \$5.97 per hour. Job placements increased by five over the same reporting period last year.

Ms. Cickavage reported the top job trainings and placements by industry, with Healthcare topping the list, then CDL, Manufacturing and Administrative services. With that she asked for questions or comments. A question was asked about whether most of the clients being served are U.S. Citizens or illegal aliens. Ms. Cickavage noted that Title I has to have eligibility to work in the U.S. with a Social Security card, birth certificate or work VISA. Ms. Drew noted that the One Stops are not attracting those types of clients, and she noted she can't remember any work VISAs at the One Stop. Some discussion followed.

IX. ETPL Updates

Chairman Tovrea moved on to the Eligible Training Providers List (ETPL) report. Ms. Drew noted that Yavapai County WDB has the authority to approve classroom training providers, noting that federal funds cannot be used on training programs that are not on the list. She turned to Ms. Cickavage to report on the courses that are awaiting approval. Ms. Cickavage reported several pending subsequent approvals for courses that have already previously been approved and are ready for review and renewal. Most were courses at Yavapai College, with some included through Rodgers Academy of Beauty, VACTE and C and R Training. Ms. Cickavage noted that all courses demonstrate growth in in-demand industries. Ms. Drew noted appreciation to Yavapai College for continued opportunities for relevant training in Yavapai County. She spoke positively about having a new CNR trainer as well. Discussion followed regarding VACTE's continued operation through the pandemic.

Chairman Tovrea called for a **motion and second to approve the ETPL; so moved by Mark Timm and seconded by Garth Bascom. The motion carried unanimously.**

▪ Monitoring Update

Chairman Tovrea called on Ms. Cickavage to provide a monitoring update. Ms. Cickavage noted that at the previous meeting she reported on the Data Validation Audit Review that occurred in May 2021, which identified an action plan to correct areas of concern. Ms. Cickavage reported that staff trainings have been conducted regarding the data validation process, and future training is being planned to cover some state policy updates that are pending. Title I is using a new data validation checklist for client files and for internal file reviews. She is also working with a revised intake eligibility checklist to make sure all information is being collected properly. Ms. Cickavage noted that she requested technical assistance from the State, and is waiting for confirmation for a statewide local area training opportunity.

Ms. Cickavage reported that the State has begun conducting quarterly reviews through the Arizona Job Connection website, which involves staff uploading documents into the database. The first quarterly review was conducted in October, covering 12 client files. Two client files needed additional information.

Ms. Cickavage then reported on the One Stop Assessment monitoring that was conducted by the State in July. She shared a power point presentation of the observations from the monitoring and the responses to resolve the observations. The monitoring covered the Prescott One Stop and the Prescott Valley Affiliate Site. The Cottonwood One Stop is closed to the public and therefore was not monitored.

Ms. Cickavage noted that typically the WDB identifies a One Stop Monitoring team to conduct these annual reports, but the State chose to conduct Yavapai County's monitoring this year, citing the reason that the Board is the One Stop Operator and cannot conduct its own monitoring. This is in error and was reported to the State, however, the State still chose to do the monitoring to avoid a perceived conflict.

Ms. Cickavage reviewed the list of observations and the photos/explanations to resolve them. She noted that the Equal Opportunity (EO) on-site monitoring review of the One Stop closed with no findings. Positive comments followed regarding the responses. There was some concern that perhaps the observations may have been for another local area. Ms. Cickavage noted that one observation for the Prescott Valley DES affiliate site was the need for an adjustable work station. This had previously been addressed with the supervisor at Prescott Valley DES in January and March 2020, and this was to be resolved internally with the office ADA manager, however it has not been addressed. Ms. Cickavage noted she will follow up with DES Directors to resolve this observation. The final responses and clarifications are due to the State by December 31st. With that, she concluded her report. Several comments followed regarding the process of the state monitoring.

X. Member Comments

Chairman Tovrea called for member comments. There were no member comments.

XI. Public Comments

Chairman Tovrea called for comments from the public. Ms. Drew commented that during Anita Payne's tenure as Chair of the WDB she initiated a national award for the WDB through the National Association of Workforce Boards (NAWB). Ms. Drew will be working with Sparklight to develop a video for presentation at the NAWB Forum. An employer will be identified to spotlight on behalf of the Board. Patrick Ramirez offered to assist, other positive comments followed. Ms. Drew also noted that they will be updating the WDB promo video as well.

XII. Adjournment

Chairman Tovrea called for a motion to adjourn; so moved by John Heiney, seconded by Patrick Ramirez. The meeting adjourned at 11:32 AM.