

Yavapai County Workforce Development Board August 11, 2022 Meeting Minutes

Attendees:	Present/Absent	Number of Absences in 2022
Anita Payne, Chairman	Present	0
Gary Hassen, Vice Chairman	Present	0
Philip Tovrea, Executive Member	Present	0
Mark Timm, Executive Member	Present	1
Garth Bascom, Executive Member	Present	0
Tony Gauthier, Public Voice	Absent	1
Alycia Botkin	Absent	2
Elaine Bremner	Present	1
John Heiney	Present	1
Mel Ingwaldson	Present	1
Ginger Johnson	Present	0
Craig Lefever	Present	0
Matt Meierbachtol	Present	0
Rich Ormond	Present	0
Patrick Ramirez	Present	0
John Soto	Present	0
Jacob Tibi	Present	0
Wilkinson, Kurt	Present	0

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

Guests: Leah Cickavage, NACOG Operations Manager; Gabe Loyola, Loyola Associates; Yavapai County Board of Supervisors Chairman Mary Mallory; Cynthia Gentle, Executive Assistant to Chairman Mallory; G. Scott Jackson, City of Prescott Intern; Linda Bolyard, DES Title III Supervisor, Yavapai County; Robert Garcia, AZ Office of Economic Opportunity.

I. Call to Order/Welcome/Introductions

Chairman Anita Payne called the meeting to order at 9:04 AM. She began by introducing new members, Jacob Tibi from Founding Fathers Collective, Matt Meierbachtol from APS and Rich Ormond from Prescott College. Chairman Payne then called for introductions from in-person attendees as well as Zoom attendees. A quorum was present.

Chairman Payne shared meeting protocol, noting a full agenda for the day. She read the Yavapai County WDB Mission Statement:

“To build economic success through workforce development partnerships.”

II. Approval of the April 19, 2022 Minutes

Chairman Payne called for questions and comments on the April 19 minutes, there were no questions or comments. Chairman Payne called for a **motion and second to approve the April 19, 2022 Minutes, so moved by Gary Hassen, seconded by Ginger Johnson. The motion carried unanimously.**

III. Chairman's Report

➤ Executive Committee Update

Chairman Payne reported that the One Stop Operator (OSO) Request for Proposals (RFP) process was put on a temporary hold in March, having received an extension from the State for procurement of the OSO from June 30, 2022 until December 31, 2022, due to extenuating circumstances. She noted that Gabe Loyola will bring more information later on the Agenda. The RFP will be re-released on the 18th of August to remain compliant.

Chairman Payne turned the meeting over to Executive Director Teri Drew for the Director's Report.

IV. Director's Report

➤ Updates

Ms. Drew began by noting that much has been done this year collectively as the Workforce Development Board (WDB) and the Board of Supervisors. Ms. Drew noted that most every action taken by the WDB goes before the Board of Supervisors for approval. Ms. Drew acknowledged Board of Supervisors Chairman Mary Mallory, thanking her for the support and partnership of the Board of Supervisors.

Ms. Drew reported that, in response to the shifts and challenges in workforce development over the past couple of years, the WDB contracted with Arizona Town Hall (ATH) to conduct two Town Hall sessions in May and June, the first one for employers to discuss the challenges they are facing in recruiting and retaining employees, and the second one for job seekers and incumbent workers to discuss the challenges in obtaining and maintaining employment. Ms. Drew expressed appreciation for Tara Jackson and the ATH team for contracting with us for the Town Halls.

From the Town Halls and their associated surveys, ATH created a report based on the data gathered. Ms. Drew noted that the results were no surprise – employers continue to be challenged with the lack of applicants, affordable housing and higher pay demands. Employees demand higher pay and benefits, and are challenged with affordable housing and childcare. Ms. Drew noted that the conversations were good and highlighted the services available to assist employers and job seekers.

Ms. Drew gave a brief recap of the report, noting that incumbent workers are the number one choice of recruitment population for employers. Some highlights of note was best practice for retaining employees, which includes:

- Maximum flexibility – hours and pay
- Co-op daycare – daycare is expensive and limited
- Job sharing – multi-tasking
- Regional solutions – active regional recruitment
- Positive work culture – work/life balance

Ms. Drew handed out copies of the report to members present, noting the WDB will use the report to determine where to drive funds and programs/services to meet the needs of employers and job seekers in Yavapai County.

Ms. Drew brought an update on the quarterly monitoring reports, noting that, as a result of the Process Improvement Plan that she implemented earlier in the year with the assistance of the Title I team and Lisa Luchtman, a former employee who had worked for the State and was quick to identify the outdated forms being used, the most recent monitoring report identified only five findings and a 99% performance rating. Ms. Drew noted that Leah Cickavage will lead the team forward to ensure use and compliance with new forms and practices. Chairman Payne commended Ms. Drew and the NACOG Team for their hard work in reaching this achievement.

Ms. Drew also reported that the WDB was also monitored by the State in June with no findings for the Board in the third quarter. She noted that she and Executive Assistant Julia Sawyer work together on Board matters, and thanked Ms. Sawyer for her contributions toward ensuring Board compliance.

Ms. Drew reported that the 2022 Workforce Development Plan Updates that were approved at the April WDB meeting have subsequently been approved by the Board of Supervisors as well as the State Review Team. There were three minor suggestions for clarification, although they were not required – they have been updated. Ms. Drew noted that the Workforce Arizona Council is expected to approve the final Plan at the August 30, 2022 meeting.

➔ **PY2021-22 Annual Report**

Ms. Drew presented the PY2021-22 Annual Report to the WDB, noting that Yavapai County is the only WDB that produces an Annual Report, which is considered a best practice by the State. She thanked Becky Banks and the Sparklight team for their production of the report, ensuring it was received on time for this meeting.

Ms. Drew congratulated ARIZONA@WORK Yavapai County on another successful year. Ms. Drew noted that this year the Board adopted the concept of “kaizen” – continuous improvement, not only for the Board but for the One Stop Partners as well. Ms. Drew highlighted the notable achievements, including two County recognitions – the State’s Local Board Impact Award and the National Association of Workforce Boards W.O. Lawton Business Leadership Award to Founding Fathers Collective with a nomination from our WDB.

Ms. Drew highlighted accomplishments for all system Partners, demonstrating 14,883 in total services provided across all partners, and that return on investment into local economies was \$19.6 million in direct wages. She commended Yavapai County for always demonstrating resilience in challenging times. Ms. Drew reiterated that the numbers reported on the Annual Report are estimates, pending final reports. She noted that the Annual Report will be sent to all elected officials and to the State government as a means to demonstrate the work of the WDB in Yavapai County, and thanked everyone for all they do.

➔ **PY22 WDB Budget Review/Approval**

Ms. Drew began the PY22-23 WDB Budget discussion by noting a delay in finalizing local WDB and Title I budgets due to a delay in the budgeting process at the State level. This was a result of leadership changes on the Governor’s Workforce Arizona Council. Ms. Drew reported that final allocations were received a short time ago, resulting in today’s budget discussion for action.

Ms. Drew reported significant losses in allocations as a result of the economy and local area resilience. Ms. Drew noted Yavapai County is doing well, demonstrating resilience during the pandemic in terms of economic conditions and revenues compared to other areas of the state and country, resulting in lower funding amounts for Yavapai County in the amount of -14.9% for Title I overall. Ms. Drew handed out copies of the draft budgets for review.

Beginning with the Board budget, Ms. Drew noted that the Board has its own operational budget. She noted that conversations are ongoing with the Northern Arizona Council of Governments (NACOG) regarding staffing coordination. Ongoing negotiations and considerations continue regarding finalizing the WDB budget. Ms. Drew presented two WDB budget options for discussion but not for action until all negotiations have been finalized. The first option (Option A) demonstrates a percentage of hers and Ms. Sawyer's time, and the second option (Option B) moves all primary salaries and fringe to the WDB budget. Ms. Drew recommended that the Executive Committee be authorized to make decisions on behalf of the Board following finalization of negotiations with NACOG.

Ms. Drew identified the budget line items, including salaries, fringe, indirect costs, professional and outside services, travel and other. Career Services for Titles I-IV are identified as in-kind services. Ms. Drew paused for questions and comments. A question was asked regarding taking action, Ms. Drew responded that her recommendation is to hold this budget approval until the negotiations with NACOG are finalized. Mark Timm provided clarification as to why this is necessary, noting that the Executive Committee has met with NACOG's Chairman and Vice Chairman to present the position of the Board and to come to an agreement regarding how to move forward in partnership with NACOG regarding staffing. Chairman Payne called for a **motion to approve the recommendation to hold the WDB budget for finalization of negotiations with NACOG; so moved by Mel Ingwaldson, seconded by Elaine Bremner. The motion carried unanimously.**

Chairman Payne paused to welcome long-standing member, Elaine Bremner, and asked her to briefly introduce herself for the sake of the new members. Ms. Bremner gave a brief introduction of herself.

➤ **PY22-23 Title I Budget Review/Approval**

Ms. Drew continued to review the draft Title I budgets, beginning with the Adult budget. Ms. Drew noted the contract term from July 1, 2022 through June 30, 2023. She noted that there are carry-over budget funds from PY 21-22, but the numbers are not yet available. Ms. Drew reported that the Board has two years to spend carry-over and expenditures are based on demand. The total Adult budget allocation for PY22-23 is \$494,650 – a decrease of \$102,753 or -17.2%. Administration designates 10% and includes salaries and fringe, other administrative costs, which includes rent, office supplies, etc., and indirect costs of 7.5%. Training services are 88% of the budget, totaling \$435,292 and participant support for needs-based payments and support services comprise 2% of the budget. Ms. Drew briefly described the budget based on historical data and demand. Chairman Payne called for questions regarding the Title I Adult Budget, a **motion was made to approve the Title I budget, seconded by Mel Ingwaldson; the motion carried unanimously.**

Ms. Drew continued in like manner to review the Youth Budget. Ms. Drew noted the highest carry-over in the Youth budget due to the difficulty in attracting youth with the current competitive market. She noted that Title I is increasing outreach and recruitment. The Youth budget allocation for PY22-23 is \$471,314, a decrease of \$97,170 (-17.1%). Ms. Drew noted one major change to this budget strategy is to zero out the Summer Youth Program, noting that, while there is a demand from employers, there isn't enough interest in the youth to fill the available positions. Ms. Drew noted that the Summer Youth Program is a big undertaking and the response from Youth for work was minimal, therefore she recommends focusing services on the year-round programs. Chairman Payne called for a **motion to approve the Youth Budget as drafted; so moved by Matt Meierbachtol, seconded by Elaine Bremner. The motion carried unanimously.**

Ms. Drew then outlined the Dislocated Worker (DW) budget, identified for individuals who have been laid off, displaced homemakers, and others suffering a loss of income. Ms. Drew noted the least amount

of loss occurred in the DW budget (-7%). The total budget for PY22-23 is \$513,729, a deficit from last year of -\$40,871. She outlined the budget specifics, noting that historically the Board has moved funding as needed from DW to the Adult budget. The largest population served in Yavapai County is the Adult population, creating more demand than for the DW program. Ms. Drew explained that anyone can be served under the Adult program, but there are specific criteria to be served under the DW program, therefore it makes sense to transfer funds as needed. Ms. Drew continued to review the DW budget, noting that this year, because of WIOA Title I funding decreases, she has eliminated 1.5 staff positions but does not expect any service interruption. Elaine Bremner asked a question regarding average wages for DWs. Ms. Drew noted that wage retention and wage gain are two criteria for performance reporting to demonstrate that federal investment is improving the wage outcome for DWs. The average Yavapai County wage is \$23 per hour. Ms. Drew noted an increase in layoffs as inflation rises, both nationally and locally. Ms. Bremner then asked what vocations DWs are typically choosing. Ms. Drew reported an increase in the healthcare industry, manufacturing and Commercial Driver License (CDL) in Yavapai County. Chairman Payne called for a **motion to approve the Dislocated Worker budget as drafted; so moved by Elaine Bremner, seconded by Craig Lefever.**

➤ **PY22-23 Performance Standards Review/Approval**

Ms. Drew presented the negotiated Performance Standards for the Title I program for review and approval, noting performance measure are standards Title I must meet across all programs to continue funding. Ms. Drew negotiated with the State for lower standards to align with less funding, and with the exception of one measure, the State accepted. The variance was ½% in one standard, and Ms. Drew expects to meet and/or exceed all measures.

The 2022-2023 criteria for Yavapai County performance measures for Title I programs are:

WIOA Adult

- Employed 2nd quarter after exit – 70%
- Employed 4th quarter after exit – 70%
- Median Wage - \$6,800
- Credential – 80%
- Measurable Skills Gain – 66%

WIOA Dislocated Worker

- Employed 2nd quarter after exit – 79%
- Employed 4th quarter after exit – 76%
- Median Wage - \$8,700
- Credential – 75%
- Measurable Skills Gain – 70%

WIOA Youth (16 – 24)

- Employed 2nd quarter after exit – 75%
- Employed 4th quarter after exit – 71%
- Median Wage - \$5,200
- Credential – 62%
- Measurable Skills Gain – 63%

Each program has percentages to meet or exceed throughout the program year. Chairman Payne called for a **motion to approve the PY2022-23 Title I Performance Measures as negotiated; so moved by Gary**

Hassen, seconded by Elaine Bremner. The motion carried unanimously. With that, Ms. Drew concluded her report.

V. 2022 Elections

Chairman Payne called on Craig Lefever to lead the process of Officer Elections for PY22-23. Mr. Lefever reported on behalf of the Elections Committee, recapping the decision of the Board at the last meeting to approve the following slate of Officers for PY22-23:

- **Chairman – Anita Payne**
- **Vice Chairman – Gary Hassen**

Mr. Lefever noted that the nomination period was closed following the approval at the April meeting of the WDB, and he called for a **motion to elect Ms. Payne and Mr. Hassen as Chairman and Vice Chairman, respectively, for PY 2022-23; so moved by John Heiney, seconded by Elaine Bremner.** Mr. Lefever called for comments – Ms. Bremner thanked both Ms. Payne and Mr. Hassen for their willingness to serve, followed by a round of applause. With no further comments, Mr. Lefever called for a vote; **the motion carried unanimously.** Mr. Lefever congratulated the Officers.

VI. One Stop Operator/Programs RFP Process

Chairman Payne called on Gabe Loyola to provide an update regarding the One Stop Operator (OSO)/Programs Request for Proposals (RFP) process. Mr. Loyola greeted the Chair and the Board, reporting that in March and April the OSO RFP process began, and part of the way through Mr. Loyola had a health event that prevented him from completing the process. Mr. Loyola reported that his health is better and he is ready to return, and he expressed his gratitude that the Board requested a pause and extension on the RFP process from the State, which the State granted. Mr. Loyola reported that he presented a revised schedule to proceed with the OSO as well as the Youth Services RFP. He noted that the Board already approved the RFP, so today's action would be to approve the date changes only. Ms. Drew noted that the proposal is to open the OSO RFP on August 18, 2022, and the Youth RFP at a later date to prevent overlap. This will allow potential bidders to apply for both proposals if they wish. Mr. Loyola noted that the previously approved dates for selection of the provider(s) from bids received by the Board and approval by the Board of Supervisors will remain in November, allowing for December contract negotiations and January 1st implementation of the contract(s).

Chairman Payne recapped the schedule and called for a **motion to approve; so moved by Craig Lefever, seconded by Mel Ingwaldson.** With no further questions, Chairman Payne called for a vote. **The motion carried unanimously.** Mr. Loyola thanked the Board for the opportunity to work with them again.

VII. One Stop Committee Report

Chairman Payne called on Mr. Lefever to bring a report on the One Stop Committee. Mr. Lefever presented the One Stop Operator Report on behalf of Leah Cickavage, who has been on extended leave and is remote today. The report consisted of estimated numbers of services provided across Titles I, II, III and IV for the fourth quarter of PY2021-22. He also reported the top 10 industries in Yavapai County. Mr. Lefever then reported that the One Stop Committee is doing good work overall and is looking forward to continuing their services and regular meetings in the upcoming fiscal year. They will continue to work together in the Yavapai County system and the State. Mr. Lefever noted that for anyone who is interested, meeting times and locations are published on the website and all are welcome to attend.

VIII. One Stop Operator Update

Chairman Payne asked Leah Cickavage if she had anything to add to the One Stop Operator report. Ms. Cickavage added that the reporting period was for the time period of April 1, 2022 through June 30, 2022. She thanked the team at NACOG for putting this report together in her absence. She noted a different report format and provided comparisons to the previous year that did not appear on this report, noting some increases in services. With that she concluded her report.

IX. ETPL Updates

Chairman Payne called on Ms. Cickavage again to present the Eligible Training Provider List (ETPL) update. Ms. Cickavage noted again a different format than normal, again thanking the NACOG team for putting the report together. She noted that there is one new course for Massage Therapy requesting approval and 37 courses previously approved and pending performance standard input from the training facilities. She turned to Chairman Payne for approval. Chairman Payne called for questions and comments. Hearing none, she called for a **motion and second to approve the ETPL update; so moved by Mel Ingwaldson, seconded by Patrick Ramirez. The motion carried unanimously.**

X. Member Comments

Chairman Payne called for member comments; there were none.

XI. Public Comments

Chairman Payne called for comments from the public, there were none.

XII. Adjournment

Chairman Payne called for a **motion to adjourn; so moved by Elaine Bremner, seconded by John Soto. The motion carried unanimously. The formal meeting of the WDB adjourned at 10:30 AM.**

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11:00 AM Annual Awards Ceremony

Executive Director Teri Drew welcomed Board Members and Guests to the 2022 Annual Awards Ceremony. She introduced herself to the Award Recipients and their guests and described the purpose of the Workforce Development Board, noting that their success comes from the successes of those receiving awards today. She turned the meeting over to Chairman Anita Payne to introduce the Chairman’s Award, after which Ms. Drew will present the Executive Director’s Award, and Board of Supervisors Chairman Mary Mallory will present the Leadership and Achievement Awards.

I. Chairman’s Award Presentation

Chairman Payne presented the Chairman’s Award to Mel Ingwaldson. Since 2006, Mr. Ingwaldson has served the WDB and Youth Council faithfully. Mr. Ingwaldson has contributed his support and leadership through the years over several Summer Youth Employment Programs and Youth Service Provider selections, as well as representing the labor sector as Public Voice Representative on the Executive Committee. He has chaired the Youth Council since 2007 and has provided numerous leads and recommendations for the WDB and its committees. Mr. Ingwaldson noted what an honor it is to have received the award, noting that the youth are the future. He thanked Chairman Payne for the honor. A round of applause followed.

Chairman Payne also presented an Outstanding Member Recognition award to Patrick Ramirez. Mr. Ramirez joined the Workforce Development Board in the spring of 2021, and from his first meeting has gone above and beyond to be of assistance with technical set-up and functionality of our meetings. Mr. Ramirez is always ready to help with anything that needs to be done, both technically and logistically, and has provided valuable contributions to further the work of the WDB. Mr. Ramirez stated it is a pleasure serving on the Board, and technology is a part of what he does and he is available to assist. A round of applause follows.

Chairman Payne turned the presentations over to Ms. Drew for the Executive Director’s Award.

II. Director's Award Presentation

Ms. Drew noted how she looks forward to this celebration each year. She counts it a pleasure to make the nomination of the Executive Director's Award to recognize the good work that happens throughout the year. Ms. Drew noted that NACOG and the WDB are successful because of their many partners. A long-time partner has been Sheri Rogers and Rogers Academy of Beauty. Rogers Academy of Beauty has been an outstanding partner with NACOG by promoting their students to utilize our services. Sheri Rogers consistently provides her students with information about our programs in order to assist them in successfully completing their education and obtaining their certification as Cosmetologists and Aestheticians. Thirteen students have benefitted from our financial assistance over the past year, with 3 students still in school, 10 graduated and 7 employed. Ms. Rogers has been invaluable in our ability to connect with those students in a positive way. Ms. Rogers expressed appreciation for the honor and for the great partnership with NACOG. A round of applause followed.

Ms. Drew also presented an Exceptionalism in Partnership Recognition to Linda Bolyard, Title III Re-Employment Services Supervisor for Yavapai County. Since 2019, a few months prior to the pandemic, co-location opportunities with DES at the West County One Stop ended, until the beginning of 2022. As local DES staff began transitioning away from remote work, Ms. Bolyard immediately recognized and understood the partnership benefits of having staff at the Prescott location part time and began scheduling rotating staff members for a 2-days a week shifts at the Prescott office. Ms. Bolyard expressed appreciation for the recognition, noting that she and her staff make every effort to assist clients where they are, and rejoining the Prescott office brought assistance back to local Prescott residents. A round of applause followed.

Ms. Drew then introduced Board of Supervisor Chairman Mary Mallory, noting the many opportunities that Chairman Mallory and the Board of Supervisors have brought to the WDB. Chairman Mallory noted that, in the midst of a booming Yavapai County population, the grassroots people such as are on the WDB who have been here doing this work for so many years are the reason for the successes we celebrate today. A round of applause followed.

III. Annual Awards Presentations

Title I Leadership Awards – Chairman Mallory began the presentations by recognizing local businesses for going above and beyond in building the Yavapai County Pipeline: the first award was presented to Adult Care Services, represented by Cynthia Fisher and Yvonne Napolitano; the second award was presented to the Town of Camp Verde, represented by Julia Kaiser and Crisi Clark. Trainer of the year was presented to The Meadows of Northern Arizona, represented by John London. Each recipient expressed appreciation and shared briefly regarding their partnership with NACOG. Applause followed each presentation.

Title I Achievement Awards – Chairman Mallory presented Title I Achievement Awards to the following program participants for overcoming barriers and succeeding in the pursuit of a life-long career: June Mann, Certified Nursing Assistant (CNA) at iCARE, John Burién, CNA at Yavapai Regional Medical Center, and Jaime Wiltgen, Assistant Caregiver at Adult Care Services. Each award winner shared their experiences with NACOG and expressed appreciation for the opportunity. Applause followed each presentation.

IV. Awards Luncheon

Board members and award recipients were treated to a catered banquet following the awards.