



Goal Group #3 Meeting Minutes

DATE: Mon March 14, 2022

TIME: 2:00pm - 3:00pm MST

LOCATION: ONLINE - Until Further Notice

Welcome & Roll Call

Meeting called at 2:01 pm

Goal Group #3 Members Present:, Jack Beveridge, Tim Tucker, Richard Wilkie, Liz Harris-Tuck

Goal Group #3 Members Absent: Susan Aguilar

Board Staff Present: Joel Millman

Quorum was met.

Approval/Disapproval of the February 14, 2022 Meeting Minutes

Tim Tucker motioned to approve the February 14, 2022 minutes. Jack Beveridge seconded. Motion passed. Minutes were approved unanimously.

Overview on New Website Project

Joel Millman provided an overview of the initiative to create a new web presence that would be hosted by Pinal County and incorporated into the Pinal County Economic and Workforce Development Department's website. The ARIZONA@WORK Pinal County website would still be maintained. An initial development team has been convened, facilitated by Courtney Gulley of the Pinal County Economic and Workforce Development Department. Other stakeholders will be joining as it progresses.

Report Out by the One Stop Operator (OSO)

a. Action Plan

Joe Niznik provided an update to the OSO Action Plan. The Pinal County Customer Contact Center has been receiving calls as the primary phone contact to ARIZONA@WORK Pinal County services. The OSO is working with ARIZONA@WORK Pinal County partners to evaluate the effectiveness of this process. This evaluation period is set between February 17nd and March 22nd. Simultaneously, the OSO will work with Contact Center leadership and partners to plan for and implement "Phase 2" of Contact Center engagement. Phase 2 consists of calls to the Contact Center being routed directly to the appropriate partner staff person based on an initial assessment of need - currently being determined using the "Decision Tree".

Next Meeting – April 11, 2022

Adjourn

Meeting was adjourned at 2:58 pm.

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