

**Yavapai County Workforce Development Board Annual Retreat
General Committee Minutes
August 9, 2016, 9:00 AM
Highlands Center for Natural History
1375 S. Walker Rd., Prescott, Arizona 86301**

<u>Members:</u>	[Absences YTD]:		[Absences YTD]:	
Pam Blackburn	Present	0	Elaine Bremner	Present 1
Leah Cickavage	Present	0	Teri Drew	Present 0
Rick Duff	Present	0	Scott Farnsworth	Present 1
Tony Gauthier	Absent	1	Ralph Harris	Absent 2
Gary Hassen	Present	1	Mel Ingwaldson	Present 0
Ginger Johnson	Present	0	Mark Kendall	Present 0
Ken Lain	Present	2	Craig LeFever	Present 0
Anita Payne	Present	0	Robyn Prud'homme- Bauer	Present 0
Steve Silvernale	Present	1	Linda Thein	Present 0
Phil Tovrea	Present	1	Mark Timm	Present 1

* = excused absence

Staff: Julia Sawyer, Executive Assistant

Guest: Gabe Loyola, JG Loyola and Associates

Connie Fraijo, Workforce Services Manager, Arizona Department of Economic Security

Sherrie Placencio, Program Monitor, Yavapai County Department of Economic Security

Tom Thurman, Yavapai County Supervisor, District 3

A quorum was present.

1. Call to Order

Chairman Anita Payne called the meeting to order at 9:16 am. She asked new member Pam Blackburn to introduce herself to the Board. Ms. Blackburn gave a brief history about herself and her work for Arizona Public Service in Yavapai County, and expressed gratitude for being on the Board. Introductions were made around the table. She also asked those who were guests to introduce themselves. Chairman Anita Payne then read the Workforce Development Board Mission Statement. She then noted that there were public comment cards on the tables for the public and members of the public were welcomed to submit comments for hearing.

2. Approval of the January 12, 2016 minutes and the April 12, 2016 minutes

Chairman Payne called for a motion to approve the minutes for January 12, 2016. **Ken Lain moved to approve the January 12, 2016 minutes, seconded by Robyn Prud'homme Bauer. The motion carried.** Chairman Payne then called for a motion to approve the minutes for April 12, 2016, which was **so moved by Ken Laine and seconded by Leah Cickavage. The motion carried unanimously.**

3. Chair's Report

Chairman Payne began by recognizing Ginger Johnson for her service on the Executive Committee. She presented her with a letter and a certificate of appreciation. Ms. Johnson thanked everyone. Chairman Payne noted that each year the Executive Committee is represented by a non-voting Public Voice member, and that Ms. Johnson held that position for the past year, representing the non-profit

organization Stepping Stones. Chairman Payne then asked NACOG Regional Director Teri Drew to stand as she acknowledged Ms. Drew as the new Public Voice seat on the Executive Committee through June 30, 2017.

Chairman Payne reminded everyone that there was a full agenda that must be kept on schedule. She noted that there would be guests joining the meeting at 11:00 AM for the Annual Awards Ceremony, as well as a representative from the press.

Chairman Payne then asked Mel Ingwaldson to stand as she announced that he has be re-appointed to the Youth Council as Chairman, as well as the Vice-Chairman, Corey Marshall, who was not present. Chairman Payne acknowledged the hard work that goes into work on the Youth Council.

Chairman Payne then noted that the Membership Considerations have been tabled due to new applications still coming in and pending.

4. Director's Report

Chairman Payne turned the meeting over to NACOG Regional Director Teri Drew for the Director's Report. Ms. Drew greeted everyone with "Happy New Year", as the new Program Year began on July 1, 2016. She utilized a power point slide show of the points in her Program Update. She reminded everyone that, effective July 1, 2016, NACOG assumed responsibility as the administration and operation of the Yavapai County Arizona@Work One Stop, following their successful bid on the Request for Proposals sent out by Gabe Loyola of Loyola and Associates on behalf of Yavapai County last year. The One Stop Administrator/Operator contract continues through June 30, 2018. The responsibilities include fiscal responsibilities, cost allocations, Memorandums of Understanding (MOUs), operational agreements, coordination of One Stop Comprehensive Centers, One Stop oversight, agreements, monitoring the performance and goals of all partners, making sure service delivery meets compliance with the Workforce Innovation and Opportunities Act (WIOA), and One Stop Committee and Workforce Development Board oversight.

She noted that final regulations for WIOA came out on June 30, 2016, and went into effect on July 1, 2016. The regulations were released in a marked-up form, and Ms. Drew noted that she is anticipating the official Federal Registry to be released soon. WIOA is a partnership between labor and education, encouraging joint cooperation in workforce development.

Ms. Drew then commended the Executive Committee for their dedication in meeting every other month. She invited anyone who wants to know what the Executive Committee is doing to come to the meetings and see first-hand. She also acknowledged and thanked the General Committee for taking the time to meeting quarterly.

She then shared the proactive work of the One Stop. She reported that the One Stop, at the request of Yavapai County Supervisor Craig Brown, provided computers with workforce and job search access at the new library in Paulden. She noted barriers to job searching opportunities faced by the residents of Paulden, such as the lack of public transportation, which makes it difficult for the residents to get to Prescott to sign up for workforce training. She also reported that one of Yavapai County's largest manufacturers is located in Paulden, Drake Cement, and is sending referrals to the One Stop. She noted that providing these computers to the library is a very important and workable answer to providing One Stop services both to Drake as well as the Paulden residents who may not otherwise be able to take advantage of job opportunities nearby. Ms. Drew related that over 5 years ago, the State of Arizona entered into contracts with all municipal libraries, which received computers and workforce access, and now the new Paulden library has received the same opportunity. A question followed about the number of employees there are at Drake, and Ms. Drew estimated about 300.

Ms. Drew reported that Res Care, the current provider for Temporary Assistance for Needy Families (TANF) cash assistance programs, is a new partner at the West County One Stop. She anticipates that in September 2016 they will be physically located and active at the West County site. The East County One Stop in Cottonwood already has Res Care staffing. They are also available at the DES site in Prescott Valley. Ms. Drew noted that as of January 1st Arizona became an unlimited cash assistance state, but only for one year. While beneficial to many, it can pose difficulties for folks who may still be out of work when the assistance expires.

Ms. Drew noted the 2016 Summer Youth Program has been a chaotic time, as we have been working with the youth, their parents and their supervisors. There were 20 youth participants in the 8-week program, 18 of which successfully completing the summer participation, each earning \$2,880 for the summer, and 6 of the participants have been retained for year-round services. Ms. Drew shared her background as the State Commissioner of Women for the Governor's office for 8 years, during which time she advocated non-traditional occupations. She was pleased to report that Crown King has hired 2 female summer youth for emergency fire and forestry/medical services. Both young women received Employee of the Week awards during the Summer Youth Program, and have done a tremendous job. Ms. Drew stated that the Summer Youth Program trains young people for employment and opens doors for career opportunities. She recognized one young man who was hired by Yavapai County as a videographer. Travis recently did a presentation for NACOG staff, demonstrating some of the work he is doing with the County, and he noted that other job opportunities that are coming his way as a result of the Summer Youth Program. Ms. Drew reported that the other jobs available were clerical, performing arts, fleet services and garden coordinator.

Ms. Drew then reported that NACOG is about ¾ of the way through the developing of the Yavapai County WIOA-mandated Workforce Development Plan. A letter requesting the designation as a Local Workforce Development Area (LWDA) was submitted to the Governor's office earlier this year, which has been granted. She thanked Leah Cickavage and the One Stop Committee for all of their hard work in the developing of the Plan. The original timeline for submission of the Plan to the State Workforce Arizona Council (WAC) was extremely stringent, only allowing 3 months to complete the entire approval process, due by September 1, 2016. The LWDA's across the state were realizing much difficulty in meeting the timeline. After reconsidering, the State has allowed the LDWAs an extension in deadlines for final submittal from 3 months to 6 months in order to allow for the required public comment and review by the Board of Supervisors. Ms. Drew stated that we are maintaining our timeline as originally set for the Plan, and noted the importance of the One Stop Partner's participation in the submission of information regarding their services for collaboration in the Plan, since the completed Plan becomes our workforce guide and policy for how we operate in Yavapai County.

Ms. Drew asked the Chairman's permission to move on to the WIOA Performance Report. Chairman Payne then began to talk about the Yavapai County Performance Report for Program Year 2015-2016, asking all partners to give a Corrective Action Plan for any failed measures. Copies of the State Performance Report were passed around for all to review. The NACOG-EWD Performance Report was displayed on the Power Point. Ms. Drew noted that **the NACOG One Stop exceeded 100% of our Performance Standards.** She reported that **we are the only Local Area in the State of Arizona that exceeded 100% of our Performance Standards.** A round of applause followed. The second report was the statewide performance of all of the Workforce Development Areas. This report displayed the last 3 years of the Program's performance measures. In Yavapai County, Title I, which are the Adult, Youth and Dislocated Worker (NACOG) and Title III Wagner-Peyser, which is the Department of Economic Security (DES), has met or exceeded all performance standards. Ms. Drew noted that each Title Group does not have the exact same measurements for reporting, so they each look different. It was recently learned that Title IV, Vocational Rehabilitation, has just started tracking these performance standards. Ms. Drew

deferred to Mark Kendall, the supervisor of Yavapai County Vocational Rehabilitation, to report on Yavapai County's chapter of Vocational Rehabilitation.

Mr. Kendall reported Vocational Rehabilitation has 541 open cases, with 459 which are active, the others are on a wait list. He also noted that the inaccuracy of the numbers is due to an old and less than accurate database, but they will be getting a new computer system within the next year. He reported that they serve all disability groups, including people with developmental disabilities, people with head injuries, people with severe mental illness, deaf and blind, etc. He also noted that they are also now working with high school kids starting at age 14, to remove barriers to employment for disabled young people. Some questions and discussion followed regarding who the Vocational Rehabilitation program serves. Mr. Kendall noted that the ages served go from 14 years of age through life, with no limit to the adult ages of disabled people. Chairman Payne asked Mr. Kendall if he would please do a Corrective Action Report for any failed measures. Ms. Drew noted that at the next One Stop Committee meeting, all of these things would be discussed. She also said that the State has a corrective action process already in place that the WDB will most likely adopt. She stated that, until they had a meeting yesterday with the state Directors, they did not know that the administrators had not been introduced to these performance reports, and consequently the supervisors at the local level had not seen them either.

A question was asked regarding barriers to employment involving transportation, to which Mr. Kendall noted that transportation is one major barrier to the disabled people he works with in Yavapai County.

Ms. Drew then asked Craig Lefever to also discuss the Title II performance, which reflected all Performance Standards failed except for 2. Mr. Lefever prefaced his report by stating that their final numbers are not due until December 31. He also noted that these performance numbers actually come from the Office of Career, Technical and Adult Education (OCTAE), which are negotiated by the State of Arizona each year. While these numbers are tracked every year, the percentages change over time. He reported on the tracking process that Title II follows. Ms. Drew interjected a comment regarding who the partners are for the One Stop and what the complete overview of the partner updates and performance goals. Ms. Drew then asked for confirmation that the Title II program will be transitioning to a Program Year reporting period as opposed to a calendar year reporting period, which Mr. Lefever agreed was true, however, the Title II funding goes to the end of the calendar year. Ms. Drew noted that the effort is to put everyone on the same reporting pattern so as to establish even statistics across the board. She thanked Mr. Lefever, and related her understanding of Title II difficulties in tracking, since the One Stop Summer Youth program has to track their youth for 3 years, and for retention the requirement is one year. Mr. Lefever acknowledged that this has been a difficult year for them because of the changes in how they measure performance. Questions followed regarding the data on the state report and clarification of the performance measures and percentages, and how to fix the problems. Mr. Lefever responded the problems are being worked on regarding fixing the misses in the data.

Chairman Payne asked for introductions of the people who came in late. She then turned the meeting back over to Teri Drew.

Ms. Drew began reporting on the past year's budget and expenses. She prefaced this report by stating that NACOG continues to pay all of the bills, and that the expenditures and performances are always being tracked. As of this Program Year, there will also be reporting on a budget for Vocational Rehabilitation, the Department of Education, and Wagner-Peyser. She stated that the WDB needs to see the entire picture in order to understand the entire scope of work that they have been entrusted to do by the Board of Supervisors for Yavapai County. She acknowledged the Department of Economic Security for always consulting with the Directors before allocating the funds for the State of Arizona. Several measurements are reviewed, including unemployment, under-employment, significant loss of employment, etc.

The Yavapai County WIOA allotments for 2017 are:

Adult - \$460,885 – an increase of \$13,000

Youth - \$445,920 – an increase of \$4,778

Dislocated Worker - \$489,956 – a decrease of \$28,281 (because fewer people have been reported as being laid off)

Rapid Response - \$58,795 – a slight increase of \$493

Total \$1,455,556 – a total decrease of \$10,010

She noted that the recuperation of lost dollars is still under advisement by the state, as there have been some personnel and organizational changes in the Arizona Department of Economic Security. She passed out a packet of budget information that had been approved by the Executive Committee. She then noted that there is not a regulation within the current law that requires a budget for workforce boards, and asked Chairman Payne to use her discretion regarding whether or not to require a vote of approval for this budget. Chairman Payne asked for everyone to review the first page of the handout and asked for questions and comments regarding the report after everyone reviewed it. A question was asked regarding the definition of Rapid Response. Ms. Drew replied that Rapid Response is a program available to businesses facing closure or significant layoff, and the Program responds within 24 hours to meet with the staff being laid off at their place of employment, to inform them of the services and resources that are available to them as a next step opportunity. Ms. Drew explained that, under WIOA, the budgets were supposed to include contributions from all partners. This budget demonstrates costs for all board meetings and retreats. Currently, Title I (NACOG) pays all the expenses for everything, so these numbers represent a percentage of time and resources, including materials, supplies and cash that are contributed on behalf of NACOG. Ms. Drew noted that she would be happy to ask the Partners to participate, at the will of the Board. Comments were made that Workforce legislation calls for 2% cash participation by all Partners. Chairman Payne asked for a motion to approve the budgets as a point of formality. **Steve Silvernale made a motion to approve the WDB budget, seconded by Robyn Prud'homme Bauer.** Scott Farnsworth asked if this item could be tabled for a future date to allow adequate time to review it. Mr. Silvernale explained that his motion was not to include the requested 2% partner contributions, but to acknowledge that we have a budget. Chairman Payne asked for a vote, **the motion carried unanimously with 2 members abstaining.**

Ms. Drew moved on to the WIA contract expenses from July 1, 2014 – June 30, 2016. Almost all of the monies allotted were spent, with the exception of Rapid Response, a program that has tough regulations for spending, dependent on the closure of businesses in the County that reach out for assistance. She said that, according to the financial officer for DES State Administration, if monies are unspent, they cannot be reallocated back to the County, but returns to the state. In the future, Rapid Response may be based on demand. Other than Rapid Response, 100% of all other funds were spent. Ms. Drew asked for comments. Comments followed regarding full participation of the board in working out budgets, and Ms. Drew noted that, per the Bylaws, the Executive Committee approves the budgets. She noted that Executive Committee meetings are announced and open to all to attend and make comment. She suggested that Yavapai College, Vocational Rehabilitation, and Wagner-Peyser all bring their budgets to the table to demonstrate performance, budgets and expenditures along with NACOG. She then added that her counterparts across the state don't bring their budgets to their Workforce Boards, and it is not a requirement that NACOG does. She does it in Yavapai County as a demonstration of transparency, to show there are no issues or problems, but to allow the Board to realize what is available to work with in the Workforce Area. More comments followed about making clear the benefit of partner participation and the General Board's participation. Mr. Lefever remarked about the extent of his cost to be on the Board and to attend meetings.

Following final comments, Ms. Drew concluded her report, and turned the meeting over to Leah Cickavage to bring the WIOA Partners update.

Ms. Cickavage used a power point presentation to demonstrate charts showing One Stop services numbers for both East and West County. In the Prescott office over the period of April 1, 2016 through June 30, 2016, the last quarter of the year, there were 1,761 clients served. The Cottonwood One Stop saw a total of 526 clients served. The Prescott location of DES was also demonstrated, as was the Cottonwood/Prescott Valley locations of DES. A question was asked regarding the unemployment/under-employment services, regarding the increase or decrease of these services. Ms. Cickavage reported that it was on a decrease at this time.

Ms. Cickavage then noted the Business Assistance Center (BAC) has reported an overall satisfaction rate for services of 98% extremely satisfied and 2% very satisfied. The BAC assisted 403 clients and saw 62 job placements.

Title II reported educational gains for the last quarter, and Arizona as a whole is the 4th most successful state in the nation for Adult education. A question was asked regarding the participant numbers reflected in the report. Ms. Cickavage asked Mr. Lefever for any explanations he wished to share regarding his report. He did not share anything more than what was reported, except for a clarification to a question regarding how some numbers were reported.

Vocational Rehabilitation did not submit their report on time to get included in the power point presentation, but did submit numbers for Ms. Cickavage to share verbally. They reported 78 intakes, 56 eligibility, 106 currently under a plan, 27 ready for employment, and 28 working under 90 days. Ms. Cickavage asked for questions, and Chairman Payne requested she make these reports available to the Board to review.

Ms. Cickavage then reported on the Eligible Training Providers List (ETPL) Update. She passed around a handout showing 10 Yavapai College certifications and one Arizona Technical College certification, all of which have already been approved by the Executive Committee at their July 19, 2016 meeting. Ms. Cickavage asked if there were any questions regarding the ETPL report. Ms. Drew made a comment about making the reports available ahead of time, and noted that some of the reported numbers were received as late as 4:00 PM the day before the meeting, and reiterated Chairman Payne's request for reporting deadlines in order to be able to expedite the information to the Board, and if a Partner does not report, it will be noted as Did Not Report (DNR).

5. WIOA Final Rule Presentation

Chairman Payne turned the meeting over to Gabe Loyola of Loyola and Associates for a presentation on the WIOA Final Regulations. Mr. Loyola congratulated NACOG and the Youth Council for being successful with recent Requests for Proposals that were awarded.

He then began to show a power point presentation that outlined a WIOA organizational chart that he developed to explain the workings of WIOA. He explained that the U.S. Department of Labor funds the Adult, Dislocated Worker and Youth programs, and they also fund DES Employment Services. The Department of Health and Human Services funds Vocational Rehabilitation, and the Department of Education funds Adult Education. In Arizona, DES is the funding vehicle for all but the Adult Education. He then broke down how each funding gets distributed throughout the state. The funding goes through the Local Elected Officials or Board of Supervisors for the County, to the Workforce Development Board.

Mr. Loyola noted that Workforce Arizona Council (WAC) is no longer under the Arizona Commerce Authority, but as of earlier this month, is now staffed by the Office of Economic Opportunity, headed by

Paul Shannon. The WAC makes policy recommendations to the Governor, based on the needs of the Local Areas.

Mr. Loyola noted that the real change in the WIOA Final Regulations is not in what is written but in the partners involved. He noted that it is important to let the WAC know about the local issues that need to be addressed. He said that the Board should let both the federal and the state officials know what works on a local level and ask why it can't be done that way. Everyone is measured the same, so proactivity in getting work done is very important, and Mr. Loyola commended the WDB and Yavapai County for doing that. He stated that ultimately, this Board is held responsible for non-performance. The law states that any local Boards that fail to perform to standards can be restructured and/or dissolved. He said that's why it's important for Local Areas to get involved with state planning.

Mr. Loyola turned the floor over to Arizona Department of Economic Security Workforce Services Manager Connie Fraijo to talk about performance. Ms. Fraijo noted that just recently DES has entered into negotiations with the Department of Labor for the state performance for Title I-B programs. She said that the next step is to work with Teri Drew and her staff to negotiate the local area performance. She thanked Ms. Drew for being involved in the process with the Department of Labor.

Mr. Loyola challenged the Board to follow their processes as works best for Yavapai County, and complimented the Board of Supervisors, the Workforce Development Board and staff for their leadership excellence. With that, he concluded his presentation.

6. Awards Ceremony

Because of time constraints, Chairman Payne changed the Agenda to proceed with the Awards Ceremony as scheduled, and moved the final presentation and closing comments of the WDB meeting until after the Awards Ceremony and lunch. She opened the Awards Ceremony by congratulating each of the award winners, and by introducing the Emcee's of the Ceremony, Supervisors Tom Thurman and Chip Davis. She shared the biography of Supervisor Thurman, and then turned the Ceremony over to him and Supervisor Davis to make the presentations.

Supervisor Davis spoke briefly about his history with NACOG and the Workforce Development Board, beginning in 1986 when he was the Fleet Manager for Yavapai County, and they hired employees through the Summer Youth program, introducing them to heavy equipment and mechanics. He has been with the Board of Supervisors for 20 years and has been the Chief Elected Official for the WDB. He asked the Board to reflect on how we want to accomplish the goals of Yavapai County workforce. He also gave a brief history about the way the former 60-member Board used to be run mostly by local bureaucrats, with little representation by private sector business, so the Board of Supervisors created an Executive Committee of only private sector professionals. He announced that this will be his last time to attend an Annual Meeting and Awards Ceremony, as he is running for a state government office and will be leaving the Yavapai County Board of Supervisors. He then introduced Supervisor Tom Thurman, whom he hopes will be the Chief Elected Official for the WDB.

Supervisor Thurman then gave his background in Yavapai County, as having started a construction company in the 1980s. He has been involved in business for many years and active in Yavapai County in various organizations for many years, and understands the difficulties in building a workforce in Yavapai County. He read a brief statement about the Annual Awards process and thanked everyone for their contributions to the workforce.

Supervisor Thurman turned to Supervisor Davis, who began with Employer of the Year for East County. Supervisor Davis gave a brief informational piece on Precision Laboratories, which has provided their employees with a stable and enjoyable work environment, as well as a chance to grow within their

company. They have quickly become a growing manufacturer in the Verde Valley. Recently, they provided an exceptional opportunity for a youth that was in and out of the foster care system. They saw his determination and work ethics, and have provided a lifelong career path in the field of manufacturing, as well as an educational growth. They have an excellent retention rate of trainees at 99%. Kami Roti received the plaque on behalf of Precision Laboratories. She shared positive comments and gratitude for the work that NACOG does and for the award.

Supervisor Thurman introduced Ken Foote of Footework for winner of West County Employer of the Year. He read about how NACOG has been pleased to partner with Foote Work over the last year to assist them with their business expansion plans. NACOG began staffing their Prescott location on August 21, 2015 with expansion into the Verde Valley as well. FooteWork has hired and trained 15 Workforce Investment clients year-to-date. Individuals received quality, certificate-based training for positions in licensing and titling. Employees who showed initiative were promoted with pay increases and received additional credentials and training. FooteWork accomplished 99% completion of contracts with NACOG and have maintained a 98% employee retention rate. The combined investment from FooteWork and NACOG-WIOA was just under \$90,000. Mr. Foote thanked the Board for the award. He shared a few positive words about the NACOG program.

Supervisor Davis recognized the Adult of the Year winner, Robert Anders, who was not able to be there.

Supervisor Thurman introduced Thomas Shelman, Veteran of the Year winner. Thomas started with Vetraplex/Vets4Hire as a landscaper in 2014. The unemployed veteran was faced with overcoming an addiction that made it challenging to keep employment. Thomas found someone to believe in him and give him an opportunity to turn things around. Through his commitment and hard work, his employer sought the opportunity to have Thomas attain additional work skills in the construction field. NACOG provided monthly case management to keep Thomas on track of reaching goals, along with an OJT training opportunity. With these skills, Thomas has expanded his qualifications making him more employable and a continued asset to his employer. His employer quotes: "Thomas started with us on a big landscaping project at Rainbow Acres in the hottest of summer months. He had a hard character at first, but it soon softened and has been a wonderful addition to our team ever since." Supervisor Thurman then presented Mr. Shelman his award. Mr. Shelman was very thankful for his award.

Supervisor Davis then introduced the Youth of the Year Award winner, Virgil Scott. Mr. Scott was adopted as a young man, and was shown a good work ethic and manners. Unfortunately, the adoption found Virgil emancipated at the age of seventeen. On his own, without a permanent residence and no family support, Virgil had to do some quick growing up in the daily survival department. He has faced some personal obstacles over the last five years, but hasn't become bitter or angry with what life has thrown him, where many others would have given up on future pursuits. Virgil is very mechanical, which is something he picked up growing up on a farm. Virgil's willingness to help others was how he met Howard Kimmel, one of the founders of Precision Laboratories. Mr. Kimmel benefited from Virgil's kindness and assistance during a car washing experience. Soon the two struck up a conversation and Mr. Kimmel offered Virgil to come and apply for an employment opportunity at Precision Laboratories. Virgil took Mr. Kimmel up on the chance to gain employment. Virgil met with NACOG staff and developed a plan to reach short and long term goals. Virgil completed an OJT with Precision Laboratories and has an opportunity to grow further with the company. Virgil is genuinely grateful for the assistance which has been provided over his struggles. Virgil is commended for his self-determination, kindness to others and ability to succeed in adverse situations. He then gave Virgil his award. Ms. Drew noted that she just signed a contract promoting him to Project Manager. Virgil spoke thanked Program Specialist Debbie Estivariz and NACOG for helping him and thanked Precisions Labs for believing in him and giving him opportunities.

Ms. Drew then began to make her Director's Award Presentation to Leah Cickavage. She noted that Ms. Cickavage has shown commitment and dedication to the Workforce Board and to NACOG for more than 10 years. Ms. Cickavage thanked Ms. Drew for the unexpected award, and shared that she was a former participant with NACOG as a dislocated worker, and was very thankful for the opportunities provided through On-the-Job Training, and counts it a privilege to serve.

Ms. Drew announced that the caterer was ready to serve lunch to the guests and the Board. With that, the meeting was recessed for lunch.

7. Understanding MOUs Presentation

Following lunch, Chairman Payne turned the meeting over to Connie Fraijo for a presentation on WIOA guidelines for Memorandums of Understanding. Ms. Fraijo passed out copies of the Joint Operational Guidance letter drafted in coordination with final regulations, and noted that there are new Core Partners within the Local Workforce Area and system. This Guidance Letter is the first done with Title 1-B, Vocational Rehabilitation and Title II. There was a new framework on what the service delivery should look like in developing Memorandums of Understanding.

Ms. Fraijo described the points of the Framework for One Stop System Memorandum of Understanding (MOU) between the Local Board and the One Stop Partners, and is a collaborative effort with partners and is to adhere with the spirit of the new regulations of WIOA. Partners of local boards are encouraged to convene and negotiate the MOU, and Ms. Fraijo indicated that we are the only area that has a One Stop Operator. The One Stop Operator must coordinate across One Stop Partners and Service Providers, with duties to include negotiation of the MOU, and the development of a customer flow system. The components of the MOU include a unified service delivery system that shares customers with Core Partners and other identified partners. She highlighted the various groups that are involved in the process:

- Arizona Department of Economic Security (DES)/Division of Employment and Rehabilitation Services
- Title I-B Adult, Dislocated Worker and Youth Programs
- Title III Wagner-Peyser Employment Service
- Title IV Vocational Rehabilitation
- Arizona Department of Education (ADE)
- Title II Adult Education and Literacy

Ms. Fraijo summarized the One Stop Delivery System Policy that was approved by the WAC on May 22, 2016. The policy describes the MOU, the components of the MOU, directive and vision for service delivery as well the vision of the Board. The Policy also describes the role of the One Stop Operator.

Ms. Fraijo then referred back to some of the components of MOUs as outlined in the Guidance Letter, such as a detailed description of the services that are provided in the One Stop delivery system. She noted that it also talks about methods of referring individuals and what the shared customer service operations are. She spoke about system design, such as identifying who the partners are and who the customers are, and how to ensure access to all services and programs available. Also included is detail about the partners' responsibilities. She noted that there are separate programs with separate fundings. There are also administrative requirements within the MOU, such as its duration and the signature process. She stated that MOUs will have a narrative on how services are provided and delivered in a coordinated fashion. A flow chart may be included with the MOU. She noted that comprehensive sites will be included and identified in the MOU, whether an affiliate site, comprehensive, satellite or a specialized center. She also noted the new branding effort of early this year which introduced the state-wide Arizona@Work logo, which is also part of the system design.

Ms. Fraijo noted that there are specific service requirements under WIOA, such as how customers will access our programs, technology and materials. In WIOA for example, there is specific emphasis on services to the disabled, which is why we bring Vocational Rehabilitation to the table. It also talks about confidentiality and accessibility, ADA compliance. It is important to include within the MOU the insurance of the appropriate services and referrals to our customers and the awareness of what each program does. She said that Centers should do cross-training and share different roles, such as intake and workshops/orientation.

Ms. Fraijo then noted that there are 3 types of Career Services. She handed out the Guidance Letter. She said that each program has Core Competencies for working with each population, i.e. Adult, Youth, Veterans, etc. All of these things should be considered as the MOU is prepared. Common referrals and common assessments are still being looked at by the State.

She then discussed the Technical Assistance Guide (TAG). References to costs refer to the system costs of sharing a customer, a resource room, equipment, copiers, etc. These are part of the budget that was discussed earlier in the meeting, and those costs should be shared among the Partners utilizing them. Also, in-kind services (which is actual service performed by one partner in exchange for another service provided by other partners as opposed to cash exchange), between partners should be addressed. Infrastructure costs have to be in place by 2017, and at that time there will be more discussion about cost sharing in addition to in-kind services.

Ms. Fraijo concluded her presentation by emphasizing that it is really up to the Board and the One Stop Operator to negotiate with the partners for an agreed system delivery and shared cost. She said it is important to understand the performance measures of each partner and work toward reporting common measures. She noted that we have to do joint reporting, but the State is not equipped with a shared-data system as of yet, but it is being addressed. She acknowledged that Yavapai County has been having discussions on an MOU, and she noted that the goal is to extract some of the contractual parts of previous MOUs and generate the new MOU into more of an agreement than a contract. Again, she emphasized that it is up to the WDB to design it in harmony with the State's recommendations and in the spirit of WIOA. She offered packets of information and fact sheets that she compiled together as an aid in developing the One Stop Delivery System. She mentioned the local board certification application recently sent out, which also includes local board self-assessment. She said the self-assessment was taken out of the Guidance Letter and put into a matrix form, which asks Boards to review their knowledge of their goals and responsibilities, and provides assistance in making the Board more functional. She said that this is the first time they have done this at the State level.

Ms. Fraijo then asked for questions. There was a comment regarding the timeline for submittal of the final draft MOU in November, and where the MOU is regarding the Yavapai County partners. Ms. Drew explained that the original draft had gone to the Partners in April 2016, however, the Guidance Letter came out which compels a re-draft in order to align to the Guidance Letter. More discussion followed regarding the Board's review and approval of the MOU prior to the November 4 deadline, with the Board not meeting again until the 8th of November. Ms. Drew explained that is why the Executive Committee meets more frequently, and that it is their responsibility to review and approve on behalf of the Board. Ms. Fraijo explained that the Board has determined the roles and responsibilities for review and approval processes, and it is not specific to MOUs or any other policy making decisions. She elaborated on in-kind services, such as manning the resource room, offering square footage of office space, as opposed to actual cost sharing, and noted that it needs to be equitable for all. Ms. Drew mentioned that no one has jurisdiction over any partner's budget, each one has their own budgets. Therefore, discussions on money will be limited to how much will be contributed to specific needs and/or events, such as the Retreat, or other meetings, materials and supplies that are presented. These things are negotiated and agreed on, with signatures, on the MOU. Ms. Fraijo interjected that, in the

event of a dispute, DES reviews it internally, fiscally and programmatically. Ms. Drew also clarified that, if an agreement between partners cannot be reached, it will then go to the Governor's office to decide which partners pay what. A question followed for clarification on what Wagner-Peyser is, and Ms. Drew answered that it is Department of Economic Security Employment Services. Gabe Loyola clarified further that it was named after two state representatives who designed the legislation and got it enacted back in the 1950s. Much discussion followed with regards to having knowledge of Executive Committee decisions to the whole board on a regular basis, as the General Board only meets quarterly. Ms. Drew commented that the minutes of the Executive Committee as well as the Youth Council can be sent to the General Board following each meeting. Chairman Payne thanked Ms. Fraijo for her presentation.

8. Member Comments

In the interest of time, Chairman Payne bypassed Member Comments due to extensive discussions that were held already.

9. Public Comments

Chairman Payne called for Public Comment, there was no Public Comment made.

10. Adjournment

Chairman Payne read a letter of thanks submitted by Kathleen Lloyd, a client of NACOG One Stop, to the NACOG staff members, Cathee Carlson, Sonya Liadis and Cindy Carlson. The letter expressed appreciation for the direction, advice and encouragement she received as a client. She acknowledged the difficult job that the Program Staff has in dealing with some clients who may not be in their best situations, and she thanked them for their encouragement.

Chairman Payne then called for a motion to adjourn the meeting. **Ken Lain moved to adjourn the meeting, and Robyn Prud'homme Bauer seconded. The meeting adjourned at 12:46 PM.**

*Workforce Development Board General Meeting Minutes August 9, 2016
Approved:*