



# Phoenix Workforce Connection

## Committee and Taskforce Activity Summary

	<b>Operations/ Service Products</b>
Goals and Objectives	<ul style="list-style-type: none"> <li>Analyze the key service elements and customer interactions in order to align the common elements by function</li> <li>Develop quality indicators for each service point to ensure attainment of established standards of customer services</li> </ul>
Progress and Updates	<ul style="list-style-type: none"> <li>Developed five service delivery principles</li> <li>Developing the primary tasks that align to the principle</li> <li>Identifying the risks, barriers or help needed to implement</li> <li>Will propose the metrics for each principle</li> </ul>
Timelines	<ul style="list-style-type: none"> <li>Service delivery principle tasks currently being reviewed by 5 sub teams of the taskforce</li> <li>August 21 meeting: report out on the work of 5 sub team (one for each principle)</li> <li>Full implementation in comp. centers by 12/31/08</li> </ul>
Anticipated Outcomes	<ul style="list-style-type: none"> <li>Services are organized around a functional approach rather than based on agency or funding stream</li> <li>Policies, procedures and protocols outline how common services are delivered</li> <li>Effectiveness of services is continually measured</li> </ul>

	<b>Board Governance</b>
Goals and Objectives	<ul style="list-style-type: none"> <li>Provide leadership and policy direction and visionary oversight</li> <li>Provide general guidance, ensure adherence to Bylaws and Ordinance</li> <li>Lead collaborative and regional efforts with MWC/PWC Boards</li> <li>Serve as an ambassador for workforce vision/advocate for workforce issues with the Congressional Delegation</li> <li>Create opportunities for community awareness and visibility</li> </ul>
Progress and Updates	<ul style="list-style-type: none"> <li>2007 Greater Phoenix Workforce Analysis completed and presented at 2007 Summit</li> <li>Annual NAWB Capitol Hill visits</li> <li>Letters to Congressional Delegation regarding workforce issues</li> <li>Invitations to 2008 National Workforce Development Month</li> </ul>
Timelines	<ul style="list-style-type: none"> <li>Developing Work Plan</li> </ul>
Anticipated Outcomes	<ul style="list-style-type: none"> <li>Quarterly Legislative Newsletter regarding Workforce System activities and successes</li> <li>Greater Community Visibility</li> </ul>

	<b>Business Services</b>
Goals and Objectives	<ul style="list-style-type: none"> <li>Secondary sources of funding</li> <li>Engage business community</li> <li>Business consultant for workforce intelligence</li> <li>New partnerships and business sponsors</li> <li>Focus on six clusters</li> <li>New facility</li> </ul>
Progress and Updates	<ul style="list-style-type: none"> <li>Review of Greg Newton Business Services training</li> </ul>

	<ul style="list-style-type: none"> <li>• Cluster coordination by Small Business Division</li> <li>• Outreach to Advanced Manufacturing</li> </ul>
Timelines	<ul style="list-style-type: none"> <li>• Refine tasks identified <ul style="list-style-type: none"> <li>– One sub group currently reviewing</li> </ul> </li> <li>• Deploy 2 attainable, measurable, realistic and timely tasks</li> <li>• Implement course for objectives, strategies and tactics</li> </ul>
Anticipated Outcomes	<ul style="list-style-type: none"> <li>• Long-term implementation Fee for Service</li> <li>• New Facility</li> <li>• Collaboration with MWC</li> </ul>

	<b>Youth Initiatives Committee</b>
Goals and Objectives	<ul style="list-style-type: none"> <li>• Continue to define policies and procedures for the youth workforce development system.</li> <li>• Introduce youth to the Comprehensive One Stops by integrating WIA youth services.</li> <li>• Increase the capacity of One-Stop Career Centers to serve the career development and workforce preparation needs of youth.</li> <li>• Build a network of youth services that coordinates resources and creates programs for summer jobs, foster care, reintegration of juvenile offenders and dropouts, i.e. summer programs, Achieving Vocational Education (AVE) Program, etc.</li> <li>• Continue to develop trainings (industry specific, etc.) for youth career advisor to serve the needs of different youth providers across programs.</li> <li>• Promote, develop and maintain partnerships in targeted industry clusters to identify skill gaps (summer programs, leadership development activities, mentorship, etc.)</li> <li>• Strategically identify gaps in youth services across local area to meet the needs of youth with disabilities, drop out, homeless, pregnant or a parent, and/or offender</li> <li>• Provide various workshops to the eligible youth for enhancing skill development and job readiness to increase employment and educational success</li> <li>• Continue to promote Youth Leadership Academy to train and recruit youth for the Youth Council (effort lead by ACYR)</li> </ul>
Progress and Updates	<ul style="list-style-type: none"> <li>• Program work plan</li> <li>• Youth Provider Meetings</li> <li>• Quarterly Contract Requirements</li> </ul>
Timelines	<ul style="list-style-type: none"> <li>• Still developing workplan</li> </ul>
Anticipated Outcomes	<ul style="list-style-type: none"> <li>• Increased service levels</li> <li>• Achieve performance measures</li> <li>• Increase youth participation at one-stop career centers</li> </ul>