



**Phoenix Business and Workforce Development Board
Continuous Improvement Committee
Meeting Minutes**

**Phoenix Business and Workforce Development Center
302 N. 1st Avenue, 6th Floor West Conference Room
September 5, 2018**

Members Present

Nick Bielinski
Tim Stump, Ad Hoc

Members Present via Teleconference

Audrey Bohanan
Derek Anderson
Kelley Coates
Beth Salazar

Members Absent

Walker Evans

City of Phoenix Staff

Kerri Barnes
Eddie Barojas
Todd Berndt
Melissa Magallanez
Susan Roger
LaSetta Hogans (teleconference)

1. Call to Order / Roll Call

Nick Bielinski, Continuous Improvement Committee Vice Chairman, called the September 5, 2018, meeting to order at 8:47 a.m. Roll call was completed, and a quorum was present, two members were in person and four were available via teleconference.

2. Review and approval of June CIC Meeting Minutes:

Nick Bielinski, Vice-Chairman, motioned to approve the, June 6, 2018 Meeting Minutes, Tim Stump, Committee Ad Hoc Member, seconded the motion. **Motion passed unanimously.**

3. Arizona Career Readiness Credential:

Mr. Eddie Barojas, City of Phoenix Career Advisor, introduced himself and gave an overview of the Arizona Career Readiness Credential which replaced Workkeys and Key Train. An example of the Gold credential was handed out. The Arizona Career Readiness Credential (ACRC) is the Governor's initiative to show AZ Employers that there is workforce to meet demands. AZ@WORK City of Phoenix was chosen as a pilot program. The pilot has been in place for four to five months at the North, South and West Job Centers. About 200 people have attained the credential.

Mr. Barojas passed out a client handout that explains the program which offers various areas of curriculum that they may need to bring their scores up. There is a total of four assessments approximately one-hour long each.

Nick Bielinski, Vice Chairman, would like to take the assessments and suggested that other board members also take the assessments. Tim Stump, Committee Ad Hoc Member, has taken the assessments and he feels there is a lot of value. He stated that there are only about a dozen employers currently signed up in the program.

LaSetta Hogans, Executive to the Board stated that manufacturing companies have been utilizing the soft-skills component of ACRC. ACRC is not accredited and other employers must back it to get it accredited.

4. Marketing Plan Review:

Kerri Barnes, staff to the committee, introduced the marketing plan was created in 2016 and noted that some of the elements may be used in the revision to the Local Plan however the content should be reviewed by the committee first. Nick asked who runs social media for AZ@WORK. City staff, Eric Toll and William Bessette handle Twitter and Facebook for the City and Jillian Siemens handles social media for the State.

Tim Stump, Committee Ad Hoc Member, asked if something could be put in the City of Phoenix water bill. He was involved with a job fair that was put in the water bill and it resulted in a huge turnout. LaSetta Hogans, Executive to the Board said that this could be done.

Nick Bielinski, Vice-Chairman, would like to know who is driving social media for the plan, Kerri Barnes, Staff to the committee, will get that information.

Audrey Bohannon, Chairwoman, would like items not being addressed to be removed from the marketing plan.

5. Ambassador Tracking Form Research:

Kerri Barnes, staff to the committee, found an application called “Track Time” which is specifically built for logging volunteer hours. This type of software would need to go through procurement for purchasing. Audrey Bohanan, Chairwoman asked if any other local areas are using a like application. LaSetta Hogans, Executive to the Board will connect with other directors regarding this item.

6. Department of Economic Security Customer Service Survey Results:

The Continuous Improvement Committee reviewed the survey results. Tim Stump, Committee Ad Hoc Member, noted some difficulties with the re-entry populations.

7. Committee Member Attendance:

Nick Bielinski, Vice-Chairman, asked Kerri Barnes, staff to the Committee, to send a reminder to the committee to report volunteer hours to get credit.

8. Survey Distribution and Information Sharing:

Nick Bielinski, Vice-Chairman, made a motion to move forward with the survey excluding customer service and business community member, Kelley Coates, Continuous Improvement Member, seconded the motion, passed unanimously.

Tim Stump, Committee Ad Hoc Member, left the meeting at 9:39 a.m.

9. Strategic Scorecard for the Committee:

Staff will go through the scorecard using the new form, enter information and bring back to the next meeting.

10. Matters for Future Discussion:

None

11. Call to the Public and Open Discussion:

No public present.

12. Adjournment:

Nick Bielinski, Vice-Chairman, motioned to adjourn the meeting, Kelley Coates seconded, motion passed unanimously. **Meeting adjourned at 9:47 a.m.**