

**Phoenix Business and Workforce Development Board**

**Continuous Improvement Committee**

**Meeting Minutes**

**Phoenix Business and Workforce Development Center**

**302 N. 1st Avenue, 6th Floor, Phoenix AZ 85003**

**March 6, 2019**

**Members Present**

Audrey Bohanan

Nick Bielinski

Kandi Tillman (via teleconference)

Fred Lockhart

**Members Absent**

Derek Anderson

Beth Salazar

**City of Phoenix Staff**

Kerri Barnes

Christina Edwards

Melissa Magallanez

1. **Call to Order / Roll Call**

Audrey Bohanan, Continuous Improvement Committee Chair, called the March 6, 2019, meeting to order at 4:01 p.m. Roll call was completed, and a quorum was present.

1. **Review and approval of CIC Meeting Minutes:**

Nick Bielinski, Committee Vice Chair, motioned to approve the February 14, 2019 Meeting Minutes, Fred Lockhart, Ad Hoc Member, seconded the motion. **Motion passed 4:0**

Yes: 4 - Audrey Bohannan, Nick Bielinski, Kandi Tillman, and Fred Lockhart

No: 0

Absent: 2 – Derek Anderson, Beth Salazar

1. **Strategic Scorecard for the Committee Year 2 Goals:**

The Committee reviewed the Strategic Scorecard Year 2 Goals assigned to the Continuous Improvement Committee. Monthly reports were requested; Christina Edwards, PBWDB Board Liaison will ensure that the Committee receive One-Stop Operator survey data monthly reports beginning next month. Changes under each goal includes:

Goal 6 - Coordinate Consistent Internal and External Communication Strategies

Under strategy two change to read:  *Continue utilizing bi-annual survey to address issues and identify successful practices*.

Move 6.1 under strategy number one to strategy number two.

Goal 8 - Build Capacity to Support Implementation of the Board’s Priorities and Strategic Plan

Amend 8.1 to Ensure that staff and partners are using tools provided for staff development.

A LinkedIn Learning report was requested for data on staff completed courses.

Goal 9 - Continually Evaluate Programs and Service for Effectiveness

9.2 – Identify and address organizational disconnects that limit effectiveness.

Christina Edwards, PBWDB Liaison, and LaSetta Hogans, PBWDB Board Executive Director, have been working on organizational disconnect within the Board. Plans to utilize the committee’s expertise more is forthcoming. Nick Bielinski, Vice-Chair, suggested to measure participation as well.

A motion was made by Fred Lockhart to approve discussed changes, Nick Belinski seconded the motion.

Yes: 4 - Audrey Bohannan, Nick Bielinski, Kandi Tillman, and Fred Lockhart

No: 0

Absent: 2 – Derek Anderson, Beth Salazar

1. **Quarterly Metrics:**
   * **Meaningful Data Timeline**
   * **Quarterly Performance Data**

Staff gave an overview of Program Year 2018 Second Quarter Performance Report for July 1, 2018 through December 31, 2018. Programs include WIOA Adults, WIOA Dislocated Worker and WIOA Youth (14-24). Categories for Adult and Dislocated Workers include: Employed 2nd and 4th Quarter after exit, Median Wage, Credential and Measurable Skills Gain. Youth categories includes: Employed, in education, or in occupational skills training 2nd Quarter and 4th Quarter after exit, Median Wage, Credential and Measurable Skills Gain.

The Committee requested number of clients for each program. Kandi Tillman, Ad Hoc Member, asked why there was a drop in Dislocated Worker Credential rate. Fred Lockhart would like to see last year’s data to compare. Kerri Barnes, City staff, will bring the requested data to the next meeting.

1. **Revised Marketing Plan:**

Staff handed out the draft revised marketing plan with the name change “Outreach Plan”. Motion to approve name change made by Nick Bielinski, Vice-Chair and seconded by Fred Lockhart, Ad Hoc member. **Motion passed 4:0**

Yes: 4 - Audrey Bohannan, Nick Bielinski, Kandi Tillman, and Fred Lockhart

No: 0

Absent: 2 – Derek Anderson, Beth Salazar

1. **Matters for Future Discussion:**

* Closed LinkedIn Group
* Workforce GPS
* Organization Chart

1. **Call to the Public and Open Discussion:**

None

1. **Adjournment:**

Fred Lockhart, Ad Hoc Member, motioned to adjourn the meeting at 5:00p.m., Nick Bielinski, Vice-Chair, seconded, **Motion passed 4:0.**

Yes: 4 - Audrey Bohannan, Nick Bielinski, Derek Anderson, and Beth Salazar

No: 0

Absent: 2 – Kandi Tillman, Fred Lockhart