



**PHOENIX BUSINESS AND WORKFORCE DEVELOPMENT BOARD  
BUSINESS ENGAGEMENT COMMITTEE  
Meeting Minutes**

**Located at: Phoenix Business and Workforce Development Center  
302 North First Avenue, 6<sup>th</sup> Floor, Phoenix, AZ 85003-1611  
December 19, 2019  
9:00 a.m.**

**Members Present:**

Kaaren-Lyn Graves  
Jesus Love

Dean Van Kirk  
Patrick Winters

**Members Attending via Teleconference:**

Janice Mrkonjic

**Public Attendees:**

Christina Edwards  
LaSetta Hogans (PBWDB Exec. Dir.)  
Hayden Maynard

James Montoya  
Rob Stenson

Action items taken are noted in **bold** print.

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

The Business Engagement Committee (BEC) Chair, Jesus Love, called the December 19, 2019 meeting to order at 9:06 a.m. Roll call was completed and a quorum of four members was present.

**2. Approval of November 21, 2019 Meeting Minutes:**

BEC Ad-Hoc Member Patrick Winters motioned for approval of the November 21, 2019 BEC minutes, BEC Member Dean Van Kirk seconded.

**Kaaren-Lyn Graves and Jesus Love voted to approve. No members were opposed.**

**3. Review Committee Attendance Hours:**

BEC Chair Jesus Love asked to pull the item and discuss what constitutes as an unexcused absence from committee or board meetings. PBWD Board Executive Director LaSetta Hogans explained that after three unexcused absences, members may be removed from the PBWD Board.

BEC Member Kaaren-Lyn Graves motioned to approve the consent agenda item, BEC Ad-Hoc Member Patrick Winters seconded.

**Jesus Love and Dean Van Kirk voted to approve. No members were opposed.**

BEC Member Janice Mrkonjic joined the meeting at 9:12 am.

**4. Bagels & Business Event:**

ARIZONA@WORK City of Phoenix (COP) Business Engagement Supervisor Rob Stenson shared the invitation for the upcoming Bagels & Business event with edits sent by BEC members. BEC Members made additional changes to the invitations and decided they would be ready for distribution on December 20, 2019.

BEC Vice-Chair Janice Mrkonjic motioned to approve changes to the invitation, BEC Member Kaaren-Lyn Graves seconded.

**Jesus Love, Dean Van Kirk, and Patrick Winters voted to approve changes. No members were opposed.**

**5. Reporting Data Elements:**

BEC Chair Jesus Love asked staff to discuss where data that supports business engagement efforts come from. Staff reviewed which data is tracked by the ARIZONA@WORK Business Engagement team.

BEC Member Dean Van Kirk motioned to have staff create a pilot dashboard from the information that the business engagement team currently compiles for the January 16, 2020 meeting. BEC Ad-Hoc Member Patrick Winters seconded.

**Kaaren-Lyn Graves, Jesus Love, and Janice Mrkonjic voted to approve. No members were opposed.**

**6. Regional Business Engagement Efforts:**

ARIZONA@WORK City of Phoenix (COP) Business Engagement Project Manager James Montoya shared a summary of regional business engagement

efforts, including a summary of the December Workforce Collaborative meeting which included a presentation by the Greater Phoenix Chamber of Commerce. Additional information included training programs in the Construction, Logistics & Transportation, Information Technology, and Advanced Business Services sectors. The training programs are created by the sectors to answer pressing workforce needs in the sectors. Current training programs are highway construction, CompTIA A+, Commercial Drivers License, Financial Industry Training, Customer Service, and Insurance.

BEC Chair Jesus Love asked if there can be a visual snapshot of funding sources for the respective trainings and how many people are enrolled in the programs.

#### **7. Work-Based Learning Update:**

ARIZONA@WORK City of Phoenix Business Engagement Supervisor Rob Stenson shared that ARIZONA@WORK Pinal County has asked about the Incumbent Worker Training program and how it is run and tracked. The Incumbent Worker Training (IWT) applications have been reopened and there are currently \$237,000 in IWT contracts for 172 individuals in process and \$100,000 in On-The-Job Training (OJT) contracts in process for about 25 people.

#### **8. Strategic Plan Scorecard Review:**

The BEC reviewed the Year 3 Strategic Plan Scorecard:

- Goal 1, Action 1: There have been more Bagels & Business events than in previous years, Business Engagement visits are on track.
- Goal 1, Action 2: The Business Engagement team is currently exploring ways to streamline the advanced job search function.
- Goal 3, Action 1: Regional business engagement efforts are shared at BEC Meetings.
- Goal 8, Action 2: Training programs will be presented at future BEC Meetings.
- Goal 9, Action 1: The BEC reviewed data available to them and what data they would like regularly reported. It is highly unlikely there will be a joint Customer Relationship Management (CRM) tool used by all regional Business Services Teams.
- Goal 9, Action 4: The strategic plan will be reviewed at BEC meetings.

BEC Member Kaaren-Lyn Graves motioned that Goal 1, Action 1 be marked green and Goal 1, Action 2 be marked yellow. That Goal 9, Action 1 measure of progress be regular attendance and communicate about regional efforts to implement a shared CRM and the item be marked green. Goal 9, Action 1 be marked as yellow. Goal 9, Action 4 be marked yellow. BEC Ad-Hoc Member Patrick Winters seconded.

**Jesus Love, Janice Mrkonjic, and Dean Van Kirk voted to approve. No members were opposed.**

**9. Matters for Future Discussion:**

Business Engagement Professional Development Plan

BEC Dashboard Pilot

January 16, 2020 cancelled, BEC lunch scheduled for 11:30am

**10. Call to The Public & Open Discussion:**

None

**11. Adjournment:**

**BEC Vice-Chair Janice Mrkonjic motioned to adjourn the meeting, BEC Member Kaaren-Lyn Graves seconded.**

**Jesus Love, Dean Van Kirk, and Patrick Winters approved the motion and the meeting was adjourned at 10:45 a.m.**