



**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 85003-1611
October 2, 2019**

Members Present

Nick Bielinski, Chairman
Steven Cramer, Vice-Chairman
Fred Lockhart (by phone)
Jan Davis (by phone)
Kandi Tillman (by phone joined at 4:28 p.m.)

Members Absent

Delbert Hawk

City of Phoenix Staff

Christina Edwards
LaSetta Hogans, PBWDB Executive Director
Melissa Magallanez

Public

Roman Brama
Vanessa De La Torre
Walt Gray
Isis Sanchez
Stacey Van Emst (One-Stop Operator)

1. Call to Order / Roll Call

Nick Bielinski, Continuous Improvement Committee (CIC) Chairman, called the October 2, 2019, meeting to order at 4:00 p.m. Roll call was completed, and a quorum was present.

2. Review and approval of CIC Meeting Minutes:

Steven Cramer, Vice-chair, motioned to approve the September 4, 2019 Meeting Minutes, Fred Lockhart, CIC Ad Hoc Member, seconded the motion. **Motion passed 4:0**

Yes: 4- Nick Bielinski, Steven Cramer, Jan Davis, Fred Lockhart
No: 0

3. PBWDB Strategic Plan Scorecard Year 3 Goals Review:

Nick Bielinski, Chairman, gave a brief overview of previous discussion for items 6.1 and 6.2.

LaSetta Hogans, Executive Director to the Board reminded the Committee to color in the status column.

Goal 6: The Committee decided to send out the survey's in November with review occurring in February 2020.

Goal 8: The Committee discussed removing this item due to not having enforcement authority over it.

Goal 9: The Committee decided to merge strategies 1 and 2 and make the status green.

Motion made by Jan Davis, CIC Member, to eliminate 8.2 and approve discussed changes on CIC Scorecard Year Three, Steven Cramer, CIC Vice-Chair, seconded the motion. **Motion passed 4:0**

Yes: 4- Nick Bielinski, Steven Cramer, Jan Davis, Fred Lockhart
No: 0

4. One-Stop Operator Monthly Reports August 2019:

The committee reviewed the One-Stop Operator report for August 2019. The CIC discussed results of first-time customer surveys. One-Stop Operator staff reported that *Neutral* has been removed from the survey and next month's results will look different.

The One-Stop Operator staff noted that surveys will now go out to all customers versus first-time only. QR codes have been implemented for surveys at staff desks. A request was submitted to Arizona Department of Economic Security for links on all computers located in the resource room.

5. Dashboard Elements and Definitions:

The committee discussed reporting quarterly in an aggregate fashion and to also break out in a month to month for the quarter.

LaSetta Hogans, Executive Director to the Board indicated that staff will collect information from committee discussions during the month of October and report back to the committees in November.



6. Matters for Future Discussion:

Three members are not available for the next regularly scheduled meeting. Staff will reach out with an alternate date.

7. Call to the Public and Open Discussion:

A member of the public, Mr. Walt Gray, spoke about a Peckham employee who was let go and then rehired due to her bilingual skills and Peckham's need for bilingual services.

8. Adjournment:

Steven Cramer, CIC Vice-Chair motioned to adjourn the meeting at 4:55 p.m., Jan Davis, seconded, **Motion passed 5:0.**

Yes: 5- Nick Bielinski, Steven Cramer, Jan Davis, Fred Lockhart, Kandi Tillman

No: 0