



**PHOENIX BUSINESS AND WORKFORCE DEVELOPMENT BOARD  
SERVICE DELIVERY COMMITTEE  
Meeting Minutes**

**Located at: Phoenix Business and Workforce Development Center  
302 North First Avenue, 6<sup>th</sup> Floor, Phoenix, AZ 85003-1611  
October 11, 2018  
11:30 a.m.**

**Members Present:**

Jan Davis  
Ali Hernandez-Gamero

Stacie Garlieb  
Michelle Jameson

**Members via Phone:**

Andres Contreras  
Lisa Elowson

**Members Absent:**

**N/A**

**Public Attendees:**

Edward Abramowitz  
Christina Edwards  
Sandra Enriquez  
Stan Flowers  
Maju Malka

Hayden Maynard  
Ashley Sisneros  
Jim Sorenson  
Stacey VanEmst  
Laura Whitehead

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

**1. Call to Order**

Service Delivery Committee Chair Michelle Jameson, called the October 11, 2018, Phoenix Business and Workforce Development (PBWD) Board Service Delivery Committee (SDC) meeting to order at 11:30 a.m. Roll call was completed and a quorum of six was present.

Michelle Jameson, Committee Chair asked each committee member and the staff members present to introduce themselves. New SDC Ad-Hoc Member Stacie Garlieb was introduced.

**2. Approval of August 24, 2018 Meeting Minutes:**

SDC Member Jan Davis motioned that the minutes of the August 24, 2018 meeting of the Service Delivery be approved, SDC Ad Hoc Member Stacie Garlieb seconded.

**Andres Contreras, Lisa Elowson, Ali Hernandez-Gamero, and Michelle Jameson voted to approve the motion. No members were opposed.**

**3. Review Committee Attendance Hours:**

No action was taken.

**4. PBWD Board Strategic Plan Scorecard:**

SDC Members reviewed the Year 1 Scorecard with staff, determining the progress in SDC goals. The scoring was as follows:

- **Goal 2.2:** Capture and provide information and career exploration opportunities for high-demand/high-quality occupations and skills needed for success – two of the five career exploration guides have been completed, they are lacking a job seeker specific documents. The Arizona Department of Economic Security (DES) and Office of Economic Opportunity (OEO) are working on related documents. (Tactic A: complete, Tactic B: less than 50% complete).
- **Goal 2.4:** Provide Services and supports necessary to engage targeted populations – Staff is working through the SWIFI grant and with AARP and the Refugee communities to engage targeted populations. Staff have gathered best practices from other areas, but still need to synthesize the information gathered. (Tactic A & B: greater than 50% complete).
- **Goal 4.1:** Compile and maintain a comprehensive map of the talent development system – A survey was sent out to partners and the information would be complete by December 2018. (Tactics A, B, & C: greater than 50% complete).
- **Goal 4.2:** Engage businesses and jobseekers through outreach and recruitment to demonstrate that the Board and ARIZONA@WORK are the source for talent in Phoenix – there are monthly meetings with businesses and recruitments for jobseekers. (Tactics A, B, C, & D: complete)
- **Goal 8.2:** Identify human resources needs to support the Board's goals: Survey sent out by the Continuous Improvement Committee to identify needs, discussed during every Phoenix Business and Workforce Development (PBWD) Board and Executive Leadership Committee (ELC) Meeting. Tactic A & B: Complete
- **Goal 8.3:** Identify and provide professional development opportunities for system staff and partners: Monthly training provided for staff (Tactic A, B, C, & D: Complete)
- **Goal 9.1:** Identify meaningful metrics to track and evaluate progress toward a successful system in alignment with Board goals: The completed score cards will be presented to the board in November 2018. (Tactics A & B: complete)

SDC Member Jan Davis motioned to extend the completion date for Goal 2.2 to June 2019 and Goal 2.4 to February 2019, SDC Member Ali Gamero-Hernandez seconded.

**Andres Contreras, Lisa Elowson, Stacie Garlieb, and Michelle Jameson voted to approve the motion. No members were opposed.**

**5. One-Stop Operator Update:**

One-Stop Operator (OSO) Manager Stacey VanEmst presented the SDC with the September 2018 One-Stop Operator Report. The report details the job fairs at the ARIZONA@WORK City of Phoenix One-Stop Job Centers, the number of customers who came into the center, success stories, staff development training that was offered, and the results of satisfaction surveys sent to participants in two job fairs at the One-Stop Job Centers.

Staff have been trained how to write an effective success story at the Integrated Service Delivery (ISD) Training and they will continue to develop those skills. The customer satisfaction surveys indicated significant information about which industries jobseekers would like to see at job fairs and it will be given to the Business Services team to more efficiently serve active jobseekers.

The One-Stop Operator staff will release the Partner Directory that details all of the system partners and their contact information and goals shortly and it will be posted in Google Community.

The grand opening of the fully integrated South One-Stop Job Center is scheduled for November 1, 2018.

Stacey VanEmst shared the Virtual One Stop (VOS) Greeter report from the Job Centers, with information about number of people served and the average customer wait times. The report is used to determine traffic trends in order to plan staff accordingly.

The Quarterly Partner meeting is scheduled for November 15, 2018. Invites will be forwarded to SDC members by the PBWD Board Liaison.

**Lisa Elowson left the meeting at 12:25 p.m.**

**6. Google Community Update:**

City of Phoenix (COP) Workforce Development Supervisor Stan Flowers told the SDC that Google would be discontinuing the Google+ and staff will be investigating other platforms if the Google Communities are no longer an option for communication between Job Centers. All staff at the COP ARIZONA@WORK Job Centers and PBWD Board members have access to

the Google community, where they can post success stories or information about events, including job fairs and staff development. There will be a presentation about the Google Community to the PBWD Board in the future.

**7. Employment Specialist Project:**

SDC Member Jan Davis explained the Employment Specialist Project Vocational Rehabilitation (VR) has launched. Historically, VR purchased services for participants. The Employment Specialist Project has the objectives of getting participants to work more quickly and to make staff more aware of business needs. VR has developed a 4-week job readiness program that participants must complete before being referred to an employment specialist or a vendor for employment services.

The employment specialists are building relationships with the participants and they huddle with the DES Business Services Representative Tim Stump, who coordinates with disability-friendly employers. Currently, they have four employment specialists at four different offices. There have been placements, including four people who were hired while participating in the job readiness program.

**8. Matters for Future Discussion:**

SDC Scorecard for Year Two.

**9. Call to the Public & Open Discussion:**

Arizona State University student Miles Tucker asked staff about success stories that were mentioned. Staff said they would connect with him after the meeting.

**10. Adjournment:**

SDC Member Jan Davis motioned to adjourn the meeting at 12:58 p.m., SDC Ad Hoc Member Stacie Garlieb seconded.

**Andres Contreras, Ali Hernandez-Gamero, and Michelle Jameson voted to approve the motion. and the meeting adjourned.**