



**Phoenix Business and Workforce Development Board
Program Excellence Committee
Meeting Minutes**

**Virtual Meeting
October 6, 2022
9:00 a.m.**

Members Present:

Daniel Barajas, Chair
Meghan McGilvra, Vice Chair
Samantha Hansen
Allison Benezra
Elizabeth "E" Cole
John Soto
Jaclyn Boyles

Committee Members Absent:

Jon Ellerston
Scott Holman
Karen Hartson
Stacie Garlieb

Public Attendees:

Genie Usher (PBWDB Liaison) Mark Carlisle

Stan Flowers
Susan Roger
Sylvia L. Hokey
Demitria Robles
Reeta Devi
Mary Alejandro
Dustin Panoff
Eddie Borajas
Tracee Spire
Thomas Flynn
Gina Montes

Todd Berndt
Sandra Enriquez
Laura Whitehead
Amy Schofield
Gina Harper
David Chavez
Matalie Hastings
Kweilin Waller
Ginger Spencer
Kate Norman
Jovanna Parkhouse

1. Call to Order / Roll Call:

Daniel Barajas, Program Excellence Committee (PEC) Chair, called the October 6, 2022, meeting to order at 9:03 a.m. Roll call was completed, and a quorum was present.

2. Approval of September 1, 2022, Meeting Minutes:

Daniel Barajas, Program Excellence Committee (PEC) Chair requested a motion to approve the September 1, 2022, PEC Meeting Minutes. **A motion to approve the September 1, 2022, Meeting Minutes**, was made by PEC Vice-Chair Meghan McGilvra, and seconded by PEC Member Allison Benezra.

Approved:

Daniel Barajas, Meghan McGilvra, Samantha Hansen, Allison Benezra, Elizabeth “E” Cole, John Soto, Jaclyn Boyles

Abstained: None

Opposed: None

Motion passed by majority

3. Program Participant Success Story: Raymond King

Laura Whitehead, City of Phoenix Human Services Department Workforce Development Manager introduced Charles Lee, Workforce Development Specialist and UMOM program participant, Raymond King. Mr. King spoke about his experience and some of the barriers he faced prior to learning about the program. Mr. King successfully completed all training requirements to graduate from the Apartment Maintenance Program. He noted that he was only 1 of seven participants to successfully gain employment immediately. Through this experience he was able to gain housing

Mr. Lee commented on how positive his working relationship was with his Workforce Development Specialist, Charles Lee. He is very happy with the program and even referred his children.

Madame Vice Chair, Meghan McGilvra commented on how the work being done by the Workforce team not only helps people gain employment, but also helps people find housing.

4. Scorecard Review and Strategies for Improvement:

PEC Chair, Daniel Barajas provided an update on how the scorecard is used to improve and create strategies that support providers and staff in reaching compliance and customer goals.

PEC Madame Vice Chair then went over the Strategy Team Assignments and Action items associated with each. It was also discussed that teams are only providing their expertise and guidance to inform how these Strategies will be accomplished. PEC Chair Daniel Barajas wanted the team to know that he, the Vice Chair and City Staff should be called on as a resource if they need assistance. **A motion to approve the Scorecard Strategy Assignments,** was made by PEC Member Samantha Hansen, and seconded by PEC Vice Chair Meghan McGilvra.

Goal 1: Instill Hope.				
Strategies	Actions	Metrics	Timelines	Notes
1. Develop opportunities for individual connections and relationships to support vulnerable populations including youth and dislocated workers. PEC Members: Daniel Barajas, Samantha Hansen	Action Item #1 Research with Youth Providers about peer-to-peer mentor and support network, and support a formal youth mentorship program.	Presentation to Board showing evidence of peer-to-peer mentor and support network and provide a summary of results with recommendations.	Quarterly starting 12/2020	
	Action Item #2 Capture success stories from partners and collaborate with the Board Committees to disseminate success stories to the community at large.	Every 1st week of every quarter, all Title programs will publish success stories to include testimonials and highlight experiences on twitter, Instagram and Facebook.	Quarterly starting 12/2020	
	Action Item #3 Explore supportive services approaches modeled by Marcos de Niza and Aeroterra staff and management with vulnerable populations.	Summary report of presentations to Board.	Quarterly starting 12/2020	
	Action Item #4 Highlight new programs and exceptional outcomes about the Marcos de Niza, Aeroterra and other programs on the ARIZONA@WORK website, to educate all relevant partners and supporters.	Include link on website; present outcomes and share success stories to Board.	Beginning 07/2020	
	Action Item #5 Stimulate services for youth at all locations.	Research and provide an update to the board on the summary of services and best practices for youth programs and provide recommendations.	Beginning 09/2020	
	Action Item #6 Support dislocated workers to instill hope.	Research current practices and identify future opportunities that can be expanded to a variety of situations associated with layoffs and present findings and recommendations to the board	Beginning 09/2020	
	Action Item #7 Explore and support an initiative to coordinate services to support the employment of those who may be close to eviction.	Research and identify current relevant partners; identify specific supportive services and provide suggestions to Board.C9	Beginning 12/2020	
	Action Item #8 Research and support programs to activate financial self-sufficiency.	Identify programs for specific vulnerable populations; review success qualitatively, including testimonials.	Quarterly starting 03/2021	
2. Align with local investment in diversity and inclusion as a primary business strategy. PEC Members:	Recruit and retain talent from diverse communities to refresh perspectives and stimulate innovation.	Develop a plan for recruitment; report numbers by category of individual to Board.	Quarterly starting 09/2020	
	Implement responsive and flexible solutions to enrich the workforce through diversity.	Identify effective approaches; report implementation to Board.	Quarterly starting 09/2020	
3. Show promise for individuals seeking careers through the sharing of simple approaches. PEC Members: Meghan McGilvra	Action Item #1 Create visuals around the centers to educate job seekers about examples of success.	Identify effective approaches; design plan for sharing with job seekers; report successes to Board.	Quarterly starting 01/2021	
	Action Item #2 Create visuals that showcase comparative value of specific careers to increase buy in from participants at the centers.	Integrate best practices from Career Guidance Specialists; develop talking points to use with people who can benefit.	Quarterly starting 03/2021	
	Action Item #3 "Bundle" training to create a realistic pathway through portable, stackable credentials.	Develop a minimum of 3 examples of Career Pathway training that can be applied and expanded.	Beginning 12/2020	
	Action Item #4 Utilize community partnerships to effectively disseminate the success of various career pathways to populations we serve.	Develop a list of potential outreach partners with periodic check ins.		
4. Ensure ROI for Workforce Development in the City (Shared strategy with BWEC) PEC Members: Jon Ellerston	Establish and sustain a pipeline for optimizing future force based on LMI.	(1) Amount of expenditure; (2) Number of people hired	Quarterly starting 01/2021	
	Educate board, staff, and partners on return-on-investment concepts.	Number people terminated versus employed	Quarterly starting 03/2021	
	Proactively communicate baseline ROI measures and set regular reporting schedule to report change to the Board.	Level of Expenditure Number of people trained, developed in-house, promoted from within.	Quarterly starting 07/2021	
		EMSI and BLS (and other as confirmed by Business Services)	Quarterly starting 07/2021	

5. Committee Report Form:

PEC Chair, Daniel Barajas recapped what will be included on the PEC Report Form that is sent monthly to the ELC and PBWD Board and how the report will align with the scorecard strategies. He also discussed how this working document will be used amongst the new Strategy Teams ways to preserve it's evolution. This document will then be shared with the Full Board to present progress and updates.

6. Matters for Future Discussion:

- Chairman Daniel Barajas requested an agenda item to recognize each Strategy Team for the work that they are doing independent of the PEC; reviewing strategies, questions, concerns and also to update the PEC on what work is to be expected.
- The Chairman also requested to have a standing agenda item for “Program Participant Success Stories”

7. Call to the Public & Open Discussion:

Kweilin Waller, City of Phoenix Deputy Director Human Services Department, provided an introduction to the new Data Manager, Dustin West

Dustin Panoff, Valley of the Sun YMCA Director of Operations announced that he and a colleague would be attending the NAWDP Youth Symposium in Charlotte, NC in November. His organization will be presenting on the work they're doing and how they are using funding to partner with other providers. Chairman asked if Dustin might share the experience as a future PEC agenda item

8. Adjournment:

A motion to adjourn the meeting was made at 9:57 a.m. by PEC Chair Daniel Barajas and seconded by PEC Member, Jaclyn Boyes.

Approved: Meghan McGilvra, Samantha Hansen, Allison Benezra, Elizabeth “E” Cole, John Soto

Opposed: None

Motion passed unanimously

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