



**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  
January 10, 2019  
10:45 a.m.**

**Members Present:**

Jan Davis  
Lisa Elowson  
Ali Gamero-Hernandez

Michelle Jameson  
Jim Sorensen

**Members via Phone:**

None

**Members Absent:**

Andres Contreras  
Stacie Garlieb

**Public Attendees:**

Eduardo Barojas  
Christina Edwards  
Sandra Enriquez  
Stan Flowers

LaSetta Hogans  
Hayden Maynard  
Stacey VanEmst  
Laura Whitehead

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

**1. Call to Order**

Service Delivery Committee Chair Michelle Jameson, called the January 10, 2019 Phoenix Business and Workforce Development (PBWD) Board Service Delivery Committee (SDC) meeting to order at 10:48 a.m. Roll call was completed and a quorum of five was present.

**2. Approval of December 13, 2018 Meeting Minutes:**

SDC Member Jan Davis motioned that the minutes of the December 13, 2018 meeting of the Service Delivery Committee be approved, SDC Vice-Chair Lisa Elowson seconded.

**Ali-Gamero-Hernandez, Michelle Jameson, and Jim Sorensen voted to approve the motion. No members were opposed.**

**3. Review Committee Attendance Hours:**

SDC Member Jan Davis motioned to approve the consent agenda item, SDC Ad-Hoc Member Jim Sorensen seconded.

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

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

SDC Members reviewed the Year 2 Scorecard with staff, determining the continued progress toward SDC strategic plan goals. The following notes were made:

- **Goal 2.2:** The completion of the item is contingent on the Business Engagement Committee completing the Career Exploration guides, the due date would need to be changed.

SDC Member Jan Davis motioned to change the due date on Goal 2, Action 2 to June 30, 2019 and to clarify that there will be five total career exploration guides. SDC Ad Hoc Member Jim Sorensen seconded.

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

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

One-Stop Operator Stacey VanEmst presented a summary comparison of the number of jobseekers that came into the City of Phoenix One-Stops in 2017 and 2018. SDC Ad-Hoc Member Jim Sorensen explained why some do not qualify for unemployment insurance benefits, based on the amount of money they make in a quarter and that he would try to get information about the people who are not included in unemployment numbers.

The SDC discussed staffing at the One-Stops in the resource room. SDC Chair Michelle Jameson asked if it would be appropriate to bring up staffing to the full board, to discuss if more employees were needed to adequately staff the One-Stops. Jim Sorensen suggested investigating the possibilities of the Arizona Department of Economic Security (DES) Volunteer Program that includes the AARP SCSEP program and Work Experience (WEX) programs for staffing the front desk and resource room. He said that the supervisors would only need to send timesheets to the DES Volunteer Supervisor. One-Stop Supervisor Sandra Enriquez shared that she is working with the City of Phoenix ARIZONA @ WORK Youth team and youth providers to engage youth in a WEX program

for staffing the South One-Stop. SDC Member Ali Gamero-Hernandez said that better assistance in the resource room would help to with management of cases and placement.

Ali Gamero-Hernandez spoke about the DES Job Matching Program that is currently under development. The business services team is investigating information needed from both the business and the client, to make job orders entered into Arizona Job Connection (AJC) more effective and to make better matches between companies and job candidates.

Stacey VanEmst presented the numbers of individuals in 2018 who entered a One-Stop for the first time. There was discussion about whether the VOS Greeter is capturing information correctly and if front desk staff needs to spend more time with people as they come into the One-Stops to ensure first-time customers are captured and that staff is explaining services that should be offered to customers. The One-Stop welcome teams will be wearing ARIZONA@WORK shirts to increase their visibility.

**6. Ad-Hoc Member Recruitment**

This item was continued until the next meeting.

**7. Matters for Future Discussion:**

Job Matching Program, DES Volunteer Program

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

None.

**9. Adjournment:**

SDC Vice-Chair Lisa Elowson motioned to adjourn the meeting at 12:00 p.m., SDC Member Ali Gamero-Hernandez seconded.

**Jan Davis, Michelle Jameson, and Jim Sorensen voted to approve the motion, and the meeting adjourned.**