



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

**Located at: Phoenix Business and Workforce Development Center
302 North First Avenue, 6th Floor, Phoenix, AZ 85003-1611
May 9, 2019
10:45 a.m.**

Members Present:

Ali Gamero-Hernandez
Stacie Garlieb

Michelle Jameson
Jim Sorensen

Members via Phone:

Jan Davis

Public Attendees:

Eduardo Barojas
Christina Edwards
Stan Flowers
LaSetta Hogans

Hayden Maynard
Kim Smith
Stacey VanEmst
Laura Whitehead

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

1. Call to Order

Service Delivery Committee Chair Michelle Jameson, called the May 9, 2019 Phoenix Business and Workforce Development (PBWD) Board Service Delivery Committee (SDC) meeting to order at 10:45 a.m. Roll call was completed and a quorum of three members were present.

2. Approval of April 11, 2019 Meeting Minutes:

SDC Member Ali Gamero-Hernandez motioned that the minutes of the April 11, 2019 meeting of the Service Delivery Committee be approved, SDC Ad-Hoc Member Jim Sorensen seconded.

Michelle Jameson voted to approve the motion. No members were opposed.

Stacie Garlieb entered the meeting at 10:47 a.m.

3. Review Committee Attendance Hours:

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

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

4. Strategic Plan Scorecard Review:

The SDC reviewed outstanding items in the Year Two Strategic Plan Scorecard.

Goal 2, Action 2, Strategy 2.4: *“Provide services and supports necessary to engage targeted populations in the talent pool, e.g. individuals with disabilities, foreign-born talent, disconnected youth.”* SDC Chair asked how the tools were being used to reach out to targeted populations. ARIZONA@WORK City of Phoenix (COP) Workforce Supervisor Stan Flowers shared efforts that COP participates in, including the Marcos de Niza outreach, Refugee Resettlement Program, and the International Rescue Committee (IRC).

SDC Ad-Hoc Member Stacie Garlieb motioned to change Goal 2, Action 2, Strategy 2.4 from red to green based on information shared with the committee, Ali Gamero-Hernandez seconded.

Michelle Jameson and Jim Sorensen voted to approve the motion. No members were opposed.

5. Strategic Plan Year One Review:

The SDC reviewed the Year One Strategic Plan Scorecard, reviewing items that needed to be followed up on.

Goal 2, Action 2, Strategies A-B: Workforce Supervisor Stan Flowers shared that there were meetings regarding best practices, but no movement had happened beyond that. The SDC decided this was an administrative task and it doesn't need to be revisited in Year Three.

Goal 4, Action 1, Strategies A-C: Workforce Supervisor Stan Flowers shared that there was an asset map, but there was not a hard copy, because it is always changing. He shared that the One-Stop Operations manual had recently been updated and had resource information included.

SDC Ad-Hoc Member Stacie Garlieb motioned that Goal 4, Action 1, Strategies A-C be changed from yellow to green. SDC Ad-Hoc Member Jim Sorensen seconded.

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

6. Arizona Management System:

This item is continued until the next meeting.

7. One-Stop Operator Update:

One-Stop Operator Stacey VanEmst shared that staff had attended the National Association of Workforce Development Professionals (NAWDP) Conference and she shared the Spokane Workforce best practices as they delivered Integrated Service Delivery. The Home Team is comprised of all center staff, the Home Team is responsible for intake and everyone meets with a career advisor. The other teams available in the center are Financial & Resource Management Team, Assessment Team, Workshop Team, Continuous Engagement Team, and Business Engagement Team and that the presence of all the teams in the Center encourages participant co-enrollment. SDC Ad-Hoc Member Stacie Garlieb said the framework is in place to move toward a more integrated delivery, SDC Member Ali Gamero-Hernandez said that she agreed and that the centers should move toward more highly integrated service delivery.

SDC Member Jan Davis entered the meeting at 11:25 am.

The benefits of the redesign allow all customers to have access to a career coach, increased access to all services, access to better, cross trained staff, the one-stop is difficult to navigate, improved access for customers of all abilities, a nice space that meets customer needs. In addition, staff morale has improved. The SDC agreed that One-Stop Center layout can be improved to be more inviting, especially for younger participants and mid-level executive participants.

SDC Ad-Hoc Member Stacie Garlieb suggested creating an obstacle list and a wish list and address needs incrementally. SDC Member Ali Gamero-Hernandez said that as long as the changes can be justified by return on investment. Stacey VanEmst shared she would have a conference call with Spokane Workforce and would share the information with committee members when it was scheduled, if they wanted to join.

8. Matters for Future Discussion:

Strategic Plan Year Three

Arizona Management System

Spokane Model

Staff Appreciation

9. Call to the Public & Open Discussion:

None.

10. Adjournment:

Ad-Hoc Member Stacie Garlieb motioned to adjourn the meeting at 11:40 a.m., SDC Ad-Hoc Member Jim Sorensen seconded.

Jan Davis, Ali Gamero-Hernandez and Michelle Jameson voted to approve the motion, and the meeting adjourned.