



**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
August 22, 2019
10:45 a.m.**

Members Present:

Michelle Jameson Jim Sorensen

Members via Phone:

Jim Cahill Susan Ciardullo

Members Not Present:

Derek Anderson Brandon Ramsey
Stacie Garlieb

Public Attendees:

Sandra Enriquez Hayden Maynard
Stan Flowers Stacey VanEmst
LaSetta Hogans Laura Whitehead

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

1. Call to Order/Roll Call/Introductions

Service Delivery Committee Chair Michelle Jameson, called the August 22, 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 four members were present. SDC Vice-Chair Susan Ciardullo and SDC Member Jim Cahill introduced themselves to the committee.

2. Approval of May 9, 2019 Meeting Minutes:

SDC Ad-Hoc Member Jim Sorensen motioned that the minutes of the May 9, 2019 meeting of the Service Delivery Committee be approved, SDC Chair Michelle Jameson seconded.

Jim Cahill and Susan Ciardullo voted to approve the motion. No members were opposed.

3. Review Committee Attendance Hours:

SDC Ad-Hoc Member Jim Sorensen motioned to approve the consent agenda item, SDC Chair Michelle Jameson seconded.

Jim Cahill and Susan Ciardullo voted to approve the motion. No members were opposed.

4. Strategic Plan Year Three Review:

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

Goal 2, Action 1: One-Stop Operator Stacey Van Emst shared that the One-Stop Operator staff are currently developing a referral tool to improve customer flow.

Goal 2, Action 2: The SDC can work with Vocational Rehabilitation and Advancing Youth Workforce Committee (AYWC) to identify and support efforts in the mandated categories.

Goal 2, Action 3: ARIZONA@WORK City of Phoenix (COP) Workforce Development Supervisor Stan Flowers shared that the One-Stop Staff and the Business Engagement Team are working to close the gap between employer leads and the existing talent.

Goal 8, Action 1: One-Stop Operator and One-Stop Supervisors updated the SDC about staff vacancies and new employees.

Goal 8, Action 2: The quarterly training brochure is produced by ARIZONA@WORK COP staff and quarterly partner training is conducted by the One-Stop Operator staff.

Goal 9, Action 2: SDC Chair asked that metrics be identified. One-Stop Operator Stacey Van Emst shared she is surveying the One-Stop Supervisors to identify metrics.

SDC Ad-Hoc Member Jim Sorensen motioned to make the following changes: Add tactic to Goal 2, Action 1: “Develop a customer referral system to better manage customer flow” and change the due date to June 30, 2020. Change due date for Goal 2, Action three to ongoing. Mark Goal 9, Action 1 as complete. Add tactic to Goal 9, Action 2: “Identify the metrics to support Service Delivery at One-Stop”. Change due date of Goal 9, Action 3 to December 31, 2019. Change due date of Goal 9, Action 4 to June 30, 2020. SDC Vice-Chair Susan Ciardullo seconded the motion.

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

5. Arizona Management System:

SDC Ad-Hoc Member Jim Sorensen presented the Arizona Management System (AMS) which has been implemented in the North and West offices. AMS is based on the principles of a lean culture and identifying how things should be and what is actually happening and how to close the gap. Jim explained the theory behind AMS and how it is used to streamline and problem-solve. AMS includes health checks, problem-solving meetings, Gemba walks, 1:1 coaching, and Huddle boards to continuously problem solve as a team in the One-Stop Centers, share information, and support each other as a team. Each office has their own metrics and they change based on staff needs and problems that are identified.

6. One-Stop Operator Update:

Continued until the next meeting.

7. Committee and Workgroup Report:

SDC Chair Michelle Jameson presented the Committee and Workgroup Report to the committee. The report will be used to share progress with the full board and share any support they need. The report is the responsibility of the Chair and Vice-Chair.

8. Matters for Future Discussion:

Metrics Discussion

Skills gap Discussion

Service Delivery Objectives

9. Call to the Public & Open Discussion:

None.

10. Adjournment:

SDC Ad-Hoc Member Jim Sorensen motioned to adjourn the meeting at 11:41 a.m., SDC Vice-Chair Susan Ciardullo seconded.

Jim Cahill and Michelle Jameson voted to approve the motion, and the meeting adjourned.