



**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
September 12, 2019
10:45 a.m.**

Members Present:

Derek Anderson
Susan Ciardullo

Michelle Jameson
Brandon Ramsey

Members via Phone:

Jim Cahill

Members Not Present:

Stacie Garlieb

Jim Sorensen

Public Attendees:

Eddie 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/Roll Call/Introductions

Service Delivery Committee Chair Michelle Jameson, called the September 12, 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 four members were present. SDC Members Derek Anderson and Brandon Ramsay introduced themselves to the committee.

2. Approval of August 22, 2019 Meeting Minutes:

SDC Vice-Chair Susan Ciardullo motioned that the amended minutes of the August 22, 2019 meeting of the Service Delivery Committee be approved, SDC Member Derek Anderson seconded.

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

3. Review Committee Attendance Hours:

SDC Vice-Chair Susan Ciardullo motioned to approve the consent agenda item, SDC Member Derek Anderson seconded.

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

Jim Cahill joined the meeting at 10:55am.

4. One-Stop Operator Update

One-Stop Operator Stacey Van Emst shared the health scores for the North and West ARIZONA@WORK City of Phoenix (COP) One-Stops. In July, the organization moved from independent health checks at each center to combining them. The health checks are an evaluation tool that is used as a part of the Arizona Management System (AMS) that the Arizona Department of Economic Security (DES) has implemented to streamline service delivery in ARIZONA@WORK Job Centers. The scores are based on on-site visits, staff interviews, observations of staff, huddles, and visual management tools. The main focus of staff is to improve problem solving in the job centers; “to work today in the least waste way”. The Family Assistance Center has a visual management tool for tracking problem solving that will be adopted in the One-Stop. ARIZONA@WORK COP One-Stop Supervisor Laura Whitehead shared that AMS implementation has allowed for stronger collaboration between co-located COP and DES staff.

Stacey presented the monthly One-Stop Operations report, a roll up report of the traffic in the One-Stop Centers. She shared that an unemployment insurance blast about a hiring event drove attendance. They have decided to send the surveys to all customers in a One-Stop, to get more feedback. The SDC asked for more information on wait time, services, training dollars spent, how many people were trained, and how many times customers are returning to the One-Stop.

5. Service Delivery Committee Objectives and Metrics:

SDC Chair Michelle Jameson presented the SDC Objectives and proposed changes to the objectives to make them clearer and less redundant. SDC Brandon Ramsey asked for a list of community partners and One-Stop

Operator Stacey Van Emst said that there would be a list of ARIZONA@WORK partners in the next directory.

SDC Vice-Chair Susan Ciardullo motioned to amend the SDC Objectives to eliminate Item 2, as it is redundant, and in Item 3, change internal and external partners in to mandated and community partners. SDC Member Derek Anderson seconded.

Jim Cahill, Michelle Jameson and Brandon Ramsay voted to approve. No members were opposed.

6. Strategic Plan Year Three Review:

Continued until the next meeting

7. Matters for Future Discussion:

Reports Discussion

Partner Directory

8. Call to the Public & Open Discussion:

None.

9. Adjournment:

SDC Member Brandon Ramsay motioned to adjourn the meeting at 11:47 a.m., SDC Member Jim Cahill seconded.

Susan Ciardullo, Michelle Jameson and Brandon Ramsay voted to approve the motion, and the meeting adjourned.