



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

Members Present:

Susan Ciardullo	Brandon Ramsey
Michelle Jameson	Jim Sorensen

Members via Phone:

Jim Cahill	Stacie Garlieb
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Members Not Present:

Derek Anderson

Public Attendees:

Eddie Barojas	Isis Sanchez
Sandra Enriquez	Rob Stenson
LaSetta Hogans	Stacey VanEmst
Maja Malka	Laura Whitehead
Hayden Maynard	

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

1. Call to Order/Roll Call/Introductions

Service Delivery Committee Vice-Chair Susan Ciardullo, called the October 10, 2019 Phoenix Business and Workforce Development (PBWD) Board Service Delivery Committee (SDC) meeting to order at 10:51 a.m. Roll call was completed and a quorum of five members were present.

2. Approval of September 12, 2019 Meeting Minutes:

SDC Member Brandon Ramsey motioned that the minutes of the September 12, 2019 meeting of the Service Delivery Committee be approved, SDC Ad-Hoc Member Jim Sorensen seconded.

Jim Cahill, Susan Ciardullo, and Stacie Garlieb 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 Member Brandon Ramsey seconded.

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

4. One-Stop Operator Update

One-Stop Operator Stacey Van Ernst presented the ARIZONA@WORK City of Phoenix (COP) Partner Directory that details all of the partners in the COP workforce system. The directory is updated quarterly and is intended to encourage collaboration among partners. There is a matrix that describes which services are provided by the various partners. In the future, they will try to put the directory on an online platform and make it easily editable.

5. Skills Gap Discussion:

ARIZONA@WORK COP Business Engagement Supervisor Rob Stenson presented the Labor Market Information (LMI) document created by the Business Engagement team to the SDC. The intention of the document is to provide information about needs of regional employers and connect them with skills in the Phoenix-area talent pool. The document contains information about which companies are hiring, the number of jobs available and average salary in Information Technology, Healthcare, Manufacturing, Construction, and Advanced Business Services industry sectors. The report further details the top common skills and hard skills that employers in the five industry sectors are requesting in job postings and comparing it to the skills reported by candidates in the labor pool and the top industry certifications. The information can be used to help job seekers structure their resume to make better matches with their desired jobs and career paths.

SDC Chair Michelle Jameson entered the meeting at 11:01am.

SDC Ad-Hoc Member Stacie Garlieb said that at the One-Stops there is an opportunity for coaching candidates using the LMI to ensure they are not removed from the candidate pool because they aren't using the correct language in their applications and resume, even if it means tailoring their resume every time they apply for a job. Rob said that companies are not going through their own application process to ensure it is not too laborious to discourage potential candidates from applying and 60% of candidates are quitting applications before they are done. There are programs available that assist job seekers to find out what qualifications their ideal jobs require, like

Zip Recruiter and LinkedIn, however machine learning can create unintentional bias. SDC Ad-Hoc Member Jim Sorensen asked employer perception of skills depreciation during long-term unemployment. Rob said long-term unemployment does concern businesses regardless of skills reported during the application process, unless the candidate is able to explain the employment gap. Jim Sorensen asked if the historically low unemployment rates has encouraged hiring companies to loosen their skills requirements. Rob reported that unlike previous low unemployment periods, that trend has not manifested in the current hiring practices and it is causing frustration in candidates and haphazard applications without customizing their resume or application to the job.

6. Reporting Elements:

ARIZONA@WORK COP Workforce Development Administrative Assistant Isis Sanchez shared a document detailing the reporting elements available for reporting information to the PBDWD Board and the metrics that are currently tracked through the Arizona Department of Economic Security (DES) and asked the SDC if there were any other metrics they would like to have tracked by staff. These reports and the requests from the committees will be used to create a metric dashboard for the PBWD Board. SDC Ad-Hoc Member Jim Sorensen said he is interested in placements by One-Stop and the job matching and referral functions in Arizona Job Connection (AJC). SDC Chair Michelle Jameson asked for a report about businesses that ARIZONA@WORK City of Phoenix is working with in any capacity, effectiveness of recruiting events, and skills gap in the talent pool at the One-Stops. ARIZONA@WORK COP Business Engagement Supervisor Rob Stenson shared that they can report on how many companies participate in events, how many positions they are hiring for, and how many people attended. The Business Engagement Team can also share the business feedback on how many people the business interviewed and hired, though it is not always full information. SDC Member Brandon Ramsey asked about pre-event information from businesses and the One-Stop goals so that the SDC can support the One-Stop. Isis shared that when the dashboard is complete, staff will return to the SDC to review the dashboard and discuss if different metrics should be tracked.

Susan Ciardullo left the meeting at 12:12 pm.

7. Strategic Plan Year Three Review:

SDC Chair Michelle Jameson reminded the SDC that changes made are made in a blue font. The SDC reviewed the plan with the following updates:

- Goal 2, Action 1: South One-Stop is developing a standard of work to track referrals to Vocational Rehabilitation.
- Goal 2, Action 2: SDC Chair asked which services are being provided for individuals with disabilities and foreign-born talent.

ARIZONA@WORK COP Workforce Supervisors shared the services available to individuals with disabilities, foreign-born talent, and disconnected youth at the One-Stops. SDC Member Brandon Ramsey recommended investigating software available to meet immediate needs of individuals with disabilities.

- Goal 8, Action 1: SDC Chair asked if they would want to change the goal since it is on the Executive Leadership Committee (ELC) or change it to ask for staffing levels at the One-Stops, to support staff.

SDC Ad-Hoc Member Jim Sorensen motioned that the following changes be made to the SDC Year Three Strategic Plan: Goal 2, Action 1 and Goal 9, action 3 be marked red, Goal 2, Actions 2 and 3 and Goal 9, Action 2 and 4 be marked yellow, Goal 8, Actions 1 and 2 be marked green, and that keeping the SDC updated regarding ARIZONA@WORK City of Phoenix staffing levels be added as a tactic to Goal 8, Action 1 be added, SDC Member Brandon Ramsey seconded.

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

8. Matters for Future Discussion:

Reports during One-Stop Operator Report

Success for SDC

One-Stop Needs and Community Collaboration

Marketing Materials

9. Call to the Public & Open Discussion:

None

10. Adjournment:

SDC Ad-Hoc Member Jim Sorensen motioned to adjourn the meeting at 12:36 p.m., SDC Member Brandon Ramsey seconded.

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