



**Phoenix Business and Workforce Development Board  
Full Board Minutes  
September 14, 2017**

The meeting of the Phoenix Business and Workforce Development Board meeting was held on September 14, 2017, located at the Phoenix Business and Workforce Development Center, 302 N. 1<sup>st</sup> Ave, Phoenix, AZ 85003.

**Board Members Present:**

Derek Anderson	Daniel Barajas
Audrey Bohanan	Jan Davis
Nick DePorter (left at 10:25am)	Stacie Garlieb
Tony Gauthier	Travis Hardin
Delbert Hawk	Ali Gamero-Hernandez
Jeff Holly	Jeff Kulaga
Jesus Love	Beth Salazar
Lorenzo Sierra	

**Executive Board Director:**

Cynthia Spell Tweh

**Board Members Absent:**

Andres Contreras	Michelle Jameson
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**Board Members via Phone:**

Karen Stafford

*(NOTE- Board Members Kelly Coats and Malcom Green attempted to call in however, due to internal technical difficulties were unable to join the Board Meeting.)*

**City Staff:**

Kimberly Cruz	Isis Sanchez
Michelle Ruiz	Cynthia Spell Tweh
James Montoya	Michelle Pierson
Melissa Magallanez	Sandra Enriquez
LaSetta Hogans	Kerri Barnes
Winsome Benjamin	Mark Carr

**Public Attendees:**

Joanne Sangiorgi  
Anel Mercado  
Michael Burchett  
Dustin Panoff

Kelly Crawford

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

**1. Call to Order**

Travis Hardin, called the September 14, 2017, Phoenix Business and Workforce Development (PBWD) Board meeting to order at 9:09 a.m. Roll call was completed by the Board Liaison and a quorum of 16 was present.

**2. Approval of the June 8, 2017 Meeting Minutes:**

A motion to approve the June 8, 2017 meeting minutes was made by Stacie Garlieb seconded by Jan Davis.

**Motion passed unanimously**

**3. PBWD Board Vice-Chair Nomination:**

Chairman Travis Hardin recommended Nick DePorter to serve as Vice-Chair.

A motion to approve the Nick DePorter as Vice-Chair was made by Lorenzo Sierra seconded by Stacie Garlieb.

**Motion passed unanimously**

**4. New Board Member Application Review and Recommendations:**

Chairman Travis Hardin discussed the current vacancies and the need to fill the six vacancies. The Board members reviewed three new potential board member applications for: Bethany Woodward, HR Consultant/Founder, The Maddox Group, recommended by Board Member Audrey Bohanan; Rachel Galusha, Area Recruiting Manager, Hyatt Hotels, recommended by former Board Member Cindy Parnell; and Michael Hale, Executive Vice-President/Chief Strategist, Arizona Federal Credit Union, recommended by Board Member Jeff Kulaga.

Chairman Hardin reminded the Board of the requirement in the bylaws to fill a Board member position within 90 days of a vacancy. Board Member Stacie Garlieb also stressed the importance of a potential board member attending a board meeting prior to approval.

A motion to approve Bethany Woodward, HR Consultant/Founder, The Maddox Group as recommended by Board member Audrey Bohanan was made by Stacie Garlieb, seconded by Jeff Holly.

**Motion passed unanimously**

A motion to approve Rachel Galusha, Area Recruiting Manager, Hyatt Hotels, recommended by former Board member Cindy Parnell was made by Derek Anderson, seconded by Nick DePorter.

**Motion passed unanimously**

A motion to approve Michael Hale, Executive Vice President/Chief Strategist, Arizona Federal Credit Union, recommended by Board member Jeff Kulaga was made by Stacie Garlieb, seconded by Jan Davis.

**Motion passed unanimously**

The two remaining vacancies are for Business - Information Technology (IT) and General Business industries. Board Member Jeff Kulaga has reached out to a couple individuals in IT. Board Member Lorenzo Sierra has reached out to an individual in the Business industry, Jane Dobbs. The Board Liaison will follow up with the Mayor's office on new applications submitted to their office for the Phoenix Business and Workforce Development Board.

**5. Refugee Community Collaboration Update:**

Board Member Jesus Love provided a background on the Refugee Community Collaboration. In February, Mayor Stanton formed a task force to serve Refugees. The City of Phoenix, with Ms. Cynthia Spell Tweh's leadership, created a task force with several organizations in the valley to help serve refugees. There were four action teams created; 1) English language classes for refugees, 2) How to do business 3) Leveraging and developing strong partnerships with key players, 4) Career pathways. Through this committee, they have developed a better understanding of how to better serve and address new and existing refugees and the disconnect between agencies. Through this initiative, they have formed a greater collaboration between partners and have eliminated duplicative services. A formal referral system has been developed between partners. International Rescue Committee (IRC) has civic and citizen classes and will partner with other organizations to provide those classes. Approximately, 20 students are in each class at the two locations and are preparing to apply and take the test for citizenship. Identifying large employers that would consider having English classes at their job site was suggested. Employers with 20 to 30 refugees could sponsor classes to serve their employees at the worksite, this could also include workplace soft skills. There is also a task force working on connecting talent to businesses, identifying career pathways. Cynthia Spell Tweh thanked Jesus Love for his leadership and representing the Board and Title II, Adult Education and Literacy, community partner. There is lots of opportunity with this committee, Ms. Spell Tweh also recognized Rob Stenson and LaSetta Hogans for representing the City, and all the hard work that was accomplished.

## **6. WIOA PY 2017/2018 Board Allocation and Budget:**

Diane Nakagawa, Administration, Research and Marketing Deputy Director, of the Community and Economic Development Department, thanked the Board for their time. She introduced a couple of staff members on her team, Doris Pulsifer, Heping Wei, both are accounting team members. Ms. Nakagawa provided the Board with documents to follow along. She explained the Workforce Innovation and Opportunity Act (WIOA) budget even though it is a Federal funded program, it is still a part of the City of Phoenix Budget and its budget must be presented to City Council for approval. At this time, the city is working to set next year's budget. The allocation for the WIOA budget remains relatively the same. The Budget year 2016-2017 was 98% spent for this budget year, total of 13.3 million dollars. The 2017-2018 budget year is \$13.3 million and budgeted in the same categories as last year. The allocation this year is 11.8 million dollars. Total funding is \$16.8 million due to a \$5 million carry over from last year. Cynthia Spell Tweh added Local Areas have two years to spend the money, the goal is to have most of the money allocated and budgeted in the first year. In the past program year, additional monies were received in the amount of 1.1 million due to other local areas not being able to spend their resources. Approximately \$800,000 was expended in the Youth Program.

A motion to approve WIOA Program Year 2017-2018 funding allocation as presented was made by Beth Salazar, seconded by Delbert Hawk.

### **Motion passed unanimously**

## **7. Eligible Training Providers List Overview:**

Kerri Barnes, Quality Assurance Supervisor, provided a brief overview of the Eligible Training Provider List (ETPL) process. This is mandated by the Workforce Innovation and Opportunity Act (WIOA) program for customers to have access to training in high demand occupations, that result in an industry recognized credential. For the school to receive WIOA funding, the school must apply and have an industry recognized certification at the end of their program to be considered for the ETPL. Staff reviews the schools which have submitted applications for eligibility and verifies they are certified by the Higher Learning Commission or part of the Arizona Private Post-Secondary School Association. It is reviewed and approved by staff and the Executive Director and then submitted to the State ETPL coordinator whom is the approving authority for the State. The approval of the school is for one year. Monitoring is provided on an annual basis to ensure the schools are meeting their performance requirements. There is an area that is shared with Maricopa County. The shared area will require the school to maintain eligibility on both ETPL registers'. Each Local Area must approve schools in their area, this will create cross over for some of the schools. Staff will provide updates to the Board Members on new schools added to the ETPL.

## **8. Workforce Arizona Council Dashboard Presentation:**

Rachel Tashbook, Office of Economic Opportunity, discussed Workforce Arizona Council (WAC) performance dashboard. She asked the Board Members to fill out a questionnaire to attain their feedback and create a more useful dashboard. This project was initiated by the WAC, the Office of Economic Opportunity was tasked with developing and testing the project. The purpose of the project is to combined key labor market statistics with the WIOA performance results and maintain the key highlights in one location. They are working on improving the applications on different electronic devices, currently it does not work on all devices. Ms. Tashbook provided an overview of the dashboard and explained how information is used and how it appears on the dashboard. The information on dashboard will be updated quarterly. Initially, this information will only be available to Local Areas and workforce boards. Official launch will have the dashboard available to the public.

#### **9. ARIZONA@WORK City of Phoenix Comprehensive and Affiliate Sites Discussion:**

Isis Sanchez, Board Liaison, discussed the Comprehensive and Affiliate sites. The comprehensive sites are the ARIZONA@WORK North and West Job Centers and they offer the services, activities, and programs of all our required partners. The affiliate sites offer one or more, usually just one, service or activity, they include: YMCA, Jewish Family and Children's Services, Arizona Center for Youth Resources, Chicanos Por La Causa, South Job Center and Marcos De Niza (Job Plus Grant). The Youth contracts were approved at an earlier board meeting. The South Job Center will eventually become a comprehensive site. Marcos De Niza (Jobs Plus Grant) is a housing project, ARIZONA@WORK partnered with Housing for the Jobs Plus Grant. ARIZONA@WORK has a Workforce Specialist located at the Marcos De Niza site providing WIOA services. Cynthia Spell Tweh noted there are Access Points, however the Access Points have a non-financial memorandum of understanding which will expire on June 30, 2018. These other sites fall under another Tier or specialized network partners. The Tier 2 partners will have to be certified as well and this will be discussed further in the next agenda item.

A motion to approve and recognize the Tier 2 Affiliates, for the Job Center Certification process was made by Stacie Garlieb, seconded by Beth Salazar.

#### **Motion passed unanimously**

#### **10. Certification of ARIZONA@WORK Job Centers Update:**

Stacie Garlieb, Board Member, explained the WIOA policy requires certification for the Tier 1 and 2 partner sites every three year. The Workforce Arizona Council put together a tool for this process. It is labeled **ARIZONA@WORK Part I Certification Tool** and was provided to the board members. This process must be completed no later than November 3, 2017, because at the November 9, 2017 full board meeting the Tier 1 sites will have to be approved. This will help identify opportunities at the Affiliate and Job Center sites and provide an in depth look at the processes that take place at those sites. Two Board members along with an

ARIZONA@WORK staff person, will need to go to each site to complete the certification tool. This tool will identify best practices and areas of improvement, the information will also be used in the Strategic Plan. A webinar will be held prior to the onset of the certification site visits, expectations of the review and certification process will be discussed. Six or seven board members are needed to volunteer to complete this process on time.

Board Members were selected and scheduled. The Board Liaison will send the schedule via email.

### **11. Memorandum of Understanding Infrastructure Funding Agreement Update and Approval:**

Cynthia Spell Tweh, discussed the Infrastructure Funding Agreement. Ms. Spell Tweh first thanked Isis Sanchez, LaSetta Hogans, Michelle Ruiz, for working hard to complete this agreement, she also wanted to include Jan Davis, Ali Gamero-Hernandez, and Jesus Love, agreement partners, in the warm heartfelt thank you. This Infrastructure Funding Agreement must be approved by the Board Chair and the Mayor. The agreement is about how to share and appropriate costs in areas where there is co-location (North and West Job Centers), it is required by the local area, and approval of this document must be completed by September 29, 2017.

A motion to approve the MOU Infrastructure Funding Agreement document as written was made by Stacie Garlieb, seconded by Jeff Kulaga.

### **Motion passed unanimously**

### **12. Sector Strategies Update:**

Rob Stenson, Workforce Development Supervisor, discussed information about the strategic talent pool focus to increase employee and employer engagement. Through sector discussions they have built cohort groups. Cohort groups are a result of conversation with specific companies in specific sectors, for a specific role, training, or certification. The main focus is Advanced Business Services, Construction, Healthcare, Manufacturing and Information Technology. Mr. Stenson provided a document to the board highlighting the sector industry information.

Listening to the needs of the sector industries the following cohorts have been identified:

- Gateway Community College developed a program for contact centers. A four-week training program was created that will provide a nationally recognized certification. The first beta test class with the 11 participants will begin on Monday, September 18, 2017. Before the end of graduation, the students will be connected to employers.
- Logistics, through Gateway Community College, is a five-day program with a certification for job pathing and logistics. Walmart guarantees the

participants who successfully complete the Logistics program will begin with an average salary of \$15.00 an hour to start.

- In the Financial Industry, the Series 7 license and exam initiative is a focus for the over 2,000 open jobs to fill between the seven or eight companies in the valley that require this license. Attracting more women to this industry and improving the success rate of those completing or passing the Series 7 exam while still following the industry guidelines is the focus.

Some of the other industries they are working with are Construction, Healthcare, and IT Cyber Security.

### **13. Matters for Future Discussion:**

None

### **14. Call to the Public and Open Discussion:**

Chairman Travis Hardin introduced Mark Carr, Youth Workforce Development Supervisor.

### **15. Adjournment:**

A motion to adjourn the meeting was made at 11:09 a.m. by Stacie Garlieb and seconded by Derek Anderson.

**All were in favor and the meeting adjourned.**