

**Phoenix Business and Workforce Development Board**

**Continuous Improvement Committee**

**Meeting Minutes**

**Phoenix Business and Workforce Development Center**

**302 N. 1st Avenue, 6th Floor, Phoenix AZ 85003-1611**

**April 3, 2019**

**Members Present**

Audrey Bohanan

Nick Bielinski

Fred Lockhart

Kandi Tillman (via teleconference at 4:15pm)

Derek Anderson (via teleconference)

Beth Salazar

**City of Phoenix Staff**

Kerri Barnes

Mark Carr

Stan Flowers

Melissa Magallanez

1. **Call to Order / Roll Call**

Audrey Bohanan, Continuous Improvement Committee Chair, called the April 3, 2019, meeting to order at 4:05 p.m. Roll call was completed, and a quorum was present.

1. **Review and approval of CIC Meeting Minutes:**

Nick Bielinski, Committee Vice Chair, motioned to approve the March 6, 2019 Meeting Minutes, Fred Lockhart, Ad Hoc Member, seconded the motion. **Motion passed 4:0**

Yes: 4 - Audrey Bohannan, Nick Bielinski, Fred Lockhart, Derek Anderson,

No: 0

Absent: 2- Beth Salazar, Kandi Tillman

1. **Strategic Scorecard for the Committee Year 2 Goals:**

The Committee reviewed the Strategic Scorecard Year 2 Goals assigned to the Continuous Improvement Committee. The Committee concluded that all goals assigned to CIC should be marked green.

Monthly One-Stop Operator report was reviewed and noted that the West office has significantly more surveys completed. Staff suggested following up the next time One-Stop Operator presents at the board meeting.

Beth Salazar joined the meeting at 4:10 p.m. Kandi Tillman joined the meeting at 4:15 p.m.

Staff survey results were reviewed. One-Stop Staff is concerned with phone service at the North office Job Center. Stan Flowers reported that positions have changed and there is not a single dedicated staff person that answers phones. He also reported that there is currently a phone tree technology issue. CIC suggested that Stan take this item to the Service Delivery Committee for follow up.

Other items noted in survey results include training in Six Sigma, and Handling Customers with Disabilities.

1. **Quarterly Metrics:**
   * **Meaningful Data Timeline**
   * **Quarterly Performance Data**

Stan Flowers, Workforce Career Services Manager, gave an overview on WIOA Adult and Dislocated Worker performance measures. He explained what the numerator and denominator numbers consist of and what it means when the numbers change.

CIC requested data on male versus female and what their wages are; Staff will run a report..

1. **Workforce GPS Training Options:**

Staff presented a list of workforce related webinar trainings available through Workforce GPS. There is no cost associated with these trainings only registration with Workforce GPS. Audrey Bohannan, Chair, recommended that each board member view an online training before the next meeting.

1. **ARIZONA@WORK City of Phoenix Organizational Chart:**

Staff gave an overview of the WIOA structure in the City of Phoenix, noting the firewall.

1. **Matters for Future Discussion:**

None

1. **Call to the Public and Open Discussion:**

Committee members suggested meeting at the North Job Center for next month’s meeting.

1. **Adjournment:**

Beth Salazar, motioned to adjourn the meeting at 5:05 p.m., Fred Lockhart, seconded, **Motion passed 6:0.**

Yes: 6 - Audrey Bohannan, Nick Bielinski, Derek Anderson, Fred Lockhart, Beth Salazar, and Kandi Tillman

No: 0

Absent: 0