

**Phoenix Business and Workforce Development Board**

**Continuous Improvement Committee**

**Meeting Minutes**

**Phoenix Business and Workforce Development Center**

**302 N. 1st Avenue, 6th Floor West Conference Room**

**February 14, 2019**

**Members Present**

Audrey Bohanan

Nick Bielinski

Derek Anderson

Beth Salazar

**Members Absent**

Kandi Tillman

Fred Lockhart

**City of Phoenix Staff**

Christina Edwards

LaSetta Hogans

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

Audrey Bohanan, Continuous Improvement Committee Chair, called the February 14, 2019, meeting to order at 4:14 p.m. Roll call was completed, and a quorum was present.

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

Derek Andersen, Committee Member motioned to approve the January 10, 2019 Meeting Minutes, Nick Bielinski, Committee Vice Chair, seconded the motion. **Motion passed 4:0**

Yes: 4 - Audrey Bohannan, Nick Bielinski, Derek Anderson, and Beth Salazar

No: 0

Absent: 2 – Kandi Tillman, Fred Lockhart

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

The Continuous Improvement Committee reviewed the scorecard and discussed changing the strategy *6.2 Continue utilizing quarterly survey to address issues and identify successful practices,* to twice a year. LaSetta Hogans, PBWDB Executive Director agreed that a biannual survey will work better. Audrey Bohannan, Chair, suggested that the survey be completed when there is a captive audience such as after a board meeting.

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

Audrey Bohanan, Continuous Improvement Committee Chair, read goal *9.1 Identify meaningful metrics to track and evaluate progress toward a successful system in alignment with Board Goals.* The Committee discussed, the top two key measures, *Performance and Finance* and how do we know we are being successful?Audrey Bohanan, Continuous Improvement Committee Chair, stated that all indicators are lagging and requested leading indicators.

The Continuous Improvement Committee discussed and agreed to the following:

* Business services/Sector Partnerships are reported to the Business Engagement Committee.
* One-Stop Operator provides a monthly report to Service Delivery Committee, includes surveys, job fairs, number hired at job fair, staff training, number of people coming into the One-Stop. This report goes to Service Delivery Committee.
* Quality Assurance programmatic monitoring reports go to the Continuous Improvement Committee.
* Survey measures missing, or problems should go to the Continuous Improvement Committee for review.
* Youth measures should go to both Advancing Youth Workforce Committee and Continuous Improvement Committee.

1. **Revised Marketing Plan:**

LaSetta Hogans, PBWDB Executive Director explained Community and Economic Development department staff roles in relation to the Phoenix Business and Workforce Development Board’s Marketing Plan. The Committee discussed changing the name of the Marketing Plan to Outreach Plan. Christina Edwards, Board Liaison noted that a Marketing Plan should be the responsibility of another committee. She suggested a board workgroup.

1. **Ad Hoc Candidate Review:**

Kandi Tillman and Fred Lockhart have been approved to serve on the Continuous Improvement Committee.

1. **Matters for Future Discussion:**

* Future Metrics

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

None

1. **Adjournment:**

Nick Bielinski, Committee Vice Chair, motioned to adjourn the meeting at 5:01p.m., Beth Salazar, Committee Member, seconded, **Motion passed 4:0.**

Yes: 4 - Audrey Bohannan, Nick Bielinski, Derek Anderson, and Beth Salazar

No: 0

Absent: 2 – Kandi Tillman, Fred Lockhart