



**Phoenix Business and Workforce Development Board  
Program Excellence Committee  
Meeting Minutes**

**Virtual Meeting  
April 6, 2023  
9:00 a.m.**

**Members Present:**

Suzanna Armijo  
Daniel Barajas  
Jaclyn Boyes  
Elizabeth "E" Cole  
Samantha Hansen

Scott Holman  
Megan McGilvra  
John Soto

**Committee Members Absent:**

Alli Benezra  
Stacie Garlieb  
Karen Hartson

**Public Attendees:**

Eddie Barojas  
Erica Bennett  
Steven Bennett  
Thomas Flynn  
Deb Furlong  
Gina Harper  
Matalie Hastings  
Juvenal Lopez

Jesus Love  
Hayden Maynard  
Jovanna Parkhouse  
Jeannette Perez  
Demitria Robles  
Tracee Spire  
Cynthia Vega



### 1. Call to Order / Roll Call:

Program Excellence Committee (PEC) Chair Daniel Barajas called the April 6, 2023, meeting to order at 9:02 a.m. Roll call was completed, and a quorum was present. Daniel shared that PEC Member Scott Holman had been appointed to the Workforce Arizona Council (WAC). Scott shared information about the WAC and its mission.

### 2. Approval of March 2, 2023, Meeting Minutes:

PEC Chair Daniel Barajas requested a motion to approve the March 2, 2023, PEC Meeting Minutes. **A motion to approve the March 2, 2023, Meeting Minutes**, was made by PEC Member Elizabeth Cole, and seconded by PEC Vice-Chair Meghan McGilvra.

#### **Approved:**

Suzanna Armijo, Daniel Barajas, Jaclyn Boyes, Samantha Hansen, Scott Holman, John Soto

#### **Abstained: None**

#### **Opposed: None**

#### **Motion passed by majority**

### 3. OSO Monthly Report for February 2022

City of Phoenix, One Stop Operator Customer Service Supervisor Steven Bennett presented the February 2022 OSO Monthly Report.

**To:** Deb Furlong, Workforce Operations Supervisor and LaSetta Hogans, Phoenix Business and Workforce Development Board Executive Director

**Date:** **March 29, 2023**

**From:** Stacey Van Emst – One Stop Operator and Steven Bennett – Operations Supervisor

**1. Number of customized recruitments and job fairs hosted at the centers and number of jobseekers in attendance.**

DATE	JOB CENTER LOCATION	BUSINESS NAME	INDUSTRY	# OF POSITIONS	# OF JOB SEEKERS ATTENDED
2/6/23	North	Waffle House	Hospitality	20	11
2/7/23	South	Waffle House	Hospitality	20	6
2/17/23	South	City of Phoenix	Human Services	100	99
2/28/23	North	Multiple	Multiple	100+	23

**2. Number of customers welcomed at each center**

JOB CENTER LOCATION	NUMBER OF CUSTOMERS WELCOMED
North Job Center	(558 In Person, 78 Virtual) 636 Individuals
South Job Center	(653 In Person, 61 Virtual) 714 Individuals
West Job Center	Closed for Remodel



3. **List of recommended system improvements to address any concerns identified by the customers or participants**

**Comments:** Have more funding for bus passes.

**Response:** During the pandemic bus passes were available for job center customers who were not enrolled in program services. Customers are encouraged to meet with staff and engage in services instead of simply using the resource room for self-service job search.

4. **Success stories**

A WIOA participant who started in 2009 reached out to Jewish Family and Children Services (JFCS) Director seeking to help other youth in foster care. He obtained a high-school equivalency diploma and went on to college and graduated. He is now a CEO of his own company and wants to use his business as a potential work experience (WEX) site and wants to provide donations for any non-WIOA covered items. He has fond memories of the assistance provided and still has the bike given to him to help with transportation barriers while riding the bus. JFCS looks forward to collaborating with him to see how he is able to assist the foster youth currently served.

4. **Workforce Conference Discussions**

PEC Chair Daniel Barajas invited PEC Vice-Chair Meghan McGilvra to share information about her attendance at the National Association of Workforce Boards (NAWB) Conference in Washington DC. Meghan shared that she provided with ARIZONA@WORK City of Phoenix Youth Provider Supervisor, the YMCA Youth Provider, and Gateway Community College about working multiple stakeholders to introduce youth to career pathways and offering



multiple access to the pathways. ARIZONA@WORK City of Phoenix Workforce Supervisor Deb Furlong shared that she made connections with different people at the conference. She represented the State of Arizona on an apprenticeship panel. Arizona is the number one state in the nation in integrating Workforce Innovation and Opportunity Act (WIOA) and apprenticeship and Deb shared best practices for integration of services. ARIZONA@WORK City of Phoenix Jovanna Parkhouse shared that she learned information at the conference that she's excited to share with colleagues.

## **5. Workforce Program Participant Success Story:**

Phoenix Business and Workforce Development (PBWD) Board Member Jesus Love shared a success story from Title II providers. A Literacy Volunteers of Maricopa County participant was introduced to the Phoenix Conservatory of Music to train as a concert pianist and while attaining a high school equivalency degree. He is attending the Paradise Valley Community College to study music, has released a jazz album, and is currently teaching at the Phoenix Conservatory of Music.

## **6. Strategy Team Assignment Updates**

PEC Chair Daniel Barajas shared that there may be more of a blend to sharing strategy team assignments and scorecard progress going forward. He also shared that the strategic planning sessions are ongoing, with the planning retreat complete and implementation sessions and plan presentation upcoming. PEC Vice-Chair Meghan McGilvra shared that though the plan may be changing, many current actions will still be relevant and should still be followed through, because if the actions were correct, they will continue to move forward.

## **7. Scorecard Review and Strategies for Improvement**

The Program Excellence Committee will provide updates to inform how each team is accomplishing their Strategy Assignments. PEC Vice-Chair Meghan McGilvra asked for updates from each of the Strategy Teams. Each team provided updates. PEC Member Samantha Hansen shared the Strategy Group 1 previously suggested on to be



moved to the Business and Workforce Engagement Committee (BWEC). Meghan confirmed that the PEC previously voted to make that change. Meghan shared that Strategy Group 3 met to discuss strategies to implement career and guided pathways and how to make the journey easier. Daniel shared that that Strategy Group 4 invited PBWD Board Executive Director LaSetta Hogans to join their group to focus on come up for a taxonomy to determine return on investment. PEC Ad-Hoc Member Jaclyn Boyes shared that Strategy Group 2 received some of the information they've requested from staff and are compiling a timeline to analyze their data.

#### **8. Committee Report Form:**

PEC Chair, Daniel Barajas shared that the report is a high-level report about the meeting which he will share information from the One-Stop Operator report and the success story that was shared.

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

- PEC Vice-Chair Meghan McGilvra asked if there would be an opportunity to learn to use the correct language about guided pathways and education attainment and share it with the Phoenix community
- PEC Member E Cole asked if they could hear about the Route to Relief program and braided funding

#### **10. Call to the Public & Open Discussion:**

- ARIZONA@WORK City of Phoenix Workforce Supervisor Deb Furlong reiterated that staff is available to support strategy groups

#### **11. Adjournment:**

**A motion to adjourn the meeting was made at 10:03 a.m.** by PEC Vice-Chair Meghan McGilvra and seconded by PEC Member Scott Holman.



**Approved:** Suzanna Armijo, Daniel Barajas, Jaclyn Boyes, Elizabeth Cole, and John Soto

**Opposed:** None

**Motion passed unanimously**