

# INSTILL HOPE STEERING COMMITTEE MEETING

April 2, 2026



[www.investinphoenix.com/workforce](http://www.investinphoenix.com/workforce)

**ARIZONA @WORK™**

CITY OF PHOENIX

A proud partner of the americanjobcenter network

# OPENING

- Call to Order
- Roll Call

# MINUTES

The Instill Hope Steering Committee's January 22, 2026 meeting minutes are recommended for review and approval.

# ADVANCED BUSINESS SERVICES COMMUNITY OF PRACTICE UPDATE

Presenter: James Montoya



# COMMUNITY OF PRACTICE

When: February 26, 2026

Where: Paradise Valley Community College

What: Future of Workforce in Advanced Business Services

Who: Employers, training providers, and workforce partners

Champion: Daniel Barajas





# EMPLOYER INSIGHTS

- Difficulty filling mid-level positions
- Retirements impacting leadership pipeline
- Entry-level turnover affecting advancement
- Growing need for certifications and upskilling



# WORKFORCE DEVELOPMENT THEMES

- Importance of life skills and workplace readiness
- Social and emotional wellness support
- Strong community workforce partners
- Need to scale efforts to meet employer demand



# BARRIERS IDENTIFIED

- Entry-level turnover impacting talent pipeline
- Rapid technological change and automation
- Need for alignment between training and industry needs
- Workplace culture and supervisor readiness

# SURVEY FEEDBACK

FEEDBACK	SCALE (1-5)
Venue	4.7
Content relevant to work	4.75
Information was valuable	4.7
I can apply what I learned in my work	4.55
Good use of time	4.8

# TOPICS OF INTEREST

Topic	Number Interested
Data, Evaluation, and Performance Measures	12
Best Practices and Success Stories	11
Tools and Resources for Implementation	11
Employer Engagement Strategies	11
Collaboration and Partnerships Models	10
Training and Professional Development	6
Policy and Compliance Updates	5



# SURVEY FEEDBACK

- “Great event enjoyed”
- “More employer from the sector at the event”
- “More information for the more vulnerable population”

# UPCOMING EVENTS

DATE	FOCUS	BOARD LEAD	LOCATION
April 30	Trades & Apprenticeships	Christian Bearden, Ironworkers Local 75	TBD
June 25	Healthcare	Karen Carter, Terros Health and Lorraine Field, Sonora Quest	TBD

# QUESTIONS

James Montoya

[James.Montoya@Phoenix.gov](mailto:James.Montoya@Phoenix.gov)



# ARTIFICIAL INTELLIGENCE TRAINING UPDATE

Presenter: James Montoya



# ARTIFICIAL INTELLIGENCE

## The Artificial Intelligence Training Sessions:

- 15 Participants
- 6 Organizations



# AI TRAINING EVENTS

DATES	SESSIONS
December 19, 2025	Understanding and Exploring GenAI
January 9, 2026	Prompting for Professionals
January 16, 2026	AI for Workforce Productivity
February 6, 2026	AI Safety, Privacy, Accuracy and Equity
February 20, 2026	Bringing GenAI Back into your organization

# AI TRAINING EVENTS

FEEDBACK	SCALE (1-5)
Venue	4.9
Content relevant to work	4.9
Information was valuable	4.89
I can apply what I learned in my work	4.89
Good use of time	4.9

# TESTIMONIAL



# QUESTIONS

James Montoya

[James.Montoya@Phoenix.gov](mailto:James.Montoya@Phoenix.gov)



# UPCOMING COMMUNITY OF PRACTICE EVENT: TRADES AND APPRENTICESHIPS

Presenter: James Montoya



# STRATEGIC PLAN TRACKER REVIEW



[www.investinphoenix.com/workforce](http://www.investinphoenix.com/workforce)

**ARIZONA @WORK™**

CITY OF PHOENIX

A proud partner of the **americanjobcenter** network

# CLOSING

- Call to the Public/Announcements
- Future Agenda Items
- Adjournment

Equal Opportunity Employer/Program Auxiliary Aids and services are available upon request to individuals with disabilities, please contact 602-262-6776 or City TTY Relay/7-1-1 as early as possible to coordinate needed arrangements.