



**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
January 10, 2019**

Members Present

Audrey Bohanan
Nick Bielinski
Derek Anderson

Members Absent

Beth Salazar

City of Phoenix Staff

Kerri Barnes
Christina Edwards
Melissa Magallanez
Rob Stenson

1. Call to Order / Roll Call

Audrey Bohanan, Continuous Improvement Committee Chair, called the January 10, 2019, meeting to order at 10:45 a.m. Roll call was completed, and a quorum was present.

2. Review and approval of November CIC Meeting Minutes:

Derek Andersen, Committee Member motioned to approve the December 5, 2018 Meeting Minutes, Nick Bielinski, Committee Vice Chair, seconded the motion. **Motion passed 3:0**

Yes: 3 - Audrey Bohanan, Nick Bielinski and Derek Anderson
No: 0
Absent: 1 – Beth Salazar

3. **Meaningful Data – Goals 9.1 and 9.2:**

Audrey Bohanan, Committee Chair, reviewed meaningful data under Goals 9.1 and 9.2. Subject Matter Expert (SME) Kerri Barnes, read meaningful data metrics:

- DERS Metric Scorecard
- Customer Service Survey
- Workforce Arizona Dashboard
- LMI Infographics
- Title II Metrics – done
- By-the-numbers created by the Business Team
- Not in labor force presentation
- Quarterly AJC numbers

Audrey Bohanan, Committee Chair, would like to review high school graduation rates and compare to other areas. Robert Stenson reported that his team is revising the LMI report and will present next month.

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

The Continuous Improvement Committee identified organizational disconnects that limit effectiveness as follow: board technology disconnect, cannot provide services virtually, marketing with no marketing budget.

5. **Ad-Hoc Candidate Review:**

Audrey Bohanan, Committee Chairwoman, asked Ad-Hoc Candidate, Kandi Tillman, to say a few words about herself and she gave an overview of her resume.

Derek Anderson, Committee Member, motioned to approve Kandi Tillman as an Ad-Hoc member, Nick Bielinski, Committee Vice-Chair, seconded the motion. **Motion passed 3:0**

Yes: 3 - Audrey Bohannan, Nick Bielinski and Derek Anderson
No: 0
Absent: 1 – Beth Salazar

6. **Business Engagement Committee Marketing Feedback:**

The CIC committee is revising the Marketing Plan and has asked the Business Engagement Committee (BEC) to revise the “elevator speech” located in the Marketing Plan. Rob Stenson, Business

Center Supervisor, read the revised suggested elevator speech to the Continuous Improvement Committee. The committee suggested switching the two sentences resulting in a direct statement versus passive.

“ARIZONA@WORK City of Phoenix supports businesses with opportunities to attract, train, and retain a competitive qualified workforce. We provide job seekers with coaching and training that increase their ability to gain employment with local businesses.”

Derek Anderson, Committee Member, motioned to approve the revised elevator speech, Nick Bielinski, Committee Vice-Chair, seconded the motion. **Motion passed 3:0**

Yes: 3 - Audrey Bohannon, Nick Bielinski and Derek Anderson
No: 0
Absent: 1 – Beth Salazar

7. Matters for Future Discussion:

- Committee accountability to bring in new members
- Board member succession planning
- Review committee document outline

8. Call to the Public and Open Discussion:

Kandi Tillman, new Ad-Hoc member, stated her agreement to concise, simple action for the elevator speech.

9. Adjournment:

Nick Bielinski, Committee Vice Chair, motioned to adjourn the meeting at 11:22 p.m., Derek Anderson, Committee Member, seconded, **Motion passed 3:0.**

Yes: 3 - Audrey Bohannon, Nick Bielinski and Derek Anderson
No: 0
Absent: 1 – Beth Salazar