



**PHOENIX BUSINESS AND WORKFORCE DEVELOPMENT BOARD
BUSINESS ENGAGEMENT COMMITTEE
Meeting Minutes**

**Virtual Meeting
May 21, 2020
9:00 a.m.**

Members Attending via Teleconference:

Ali Gamero-Hernandez	Janice Mrkonjic
Kaaren-Lyn Graves	Dean Van Kirk
Jesus Love	Patrick Winters

Public Attendees:

Ricky Duran	James Montoya
Christina Edwards	Demitria Robles
LaSetta Hogans (PBWDB Exec. Dir.)	David Steinmetz
Hayden Maynard	Rob Stenson

Action items taken are noted in **bold** print.

1. Call to Order / Roll Call / Introductions:

The Business Engagement Committee (BEC) Chair Jesus Love called the May 21, 2020 meeting to order at 9:02 a.m. Roll call was completed and a quorum of six members were present.

2. Approval of April 16, 2020 Meeting Minutes:

BEC Member Ali Gamero-Hernandez motioned for approval of the April 16, 2020 BEC minutes with noted changes, BEC Member Kaaren-Lyn Graves seconded.

Jesus Love, Janice Mrkonjic, Dean Van Kirk, and Patrick Winters voted to approve. No members were opposed.

3. Review Committee Attendance Hours:

BEC Ad-Hoc Member Patrick Winters motioned to approve the consent agenda item, BEC Member Dean Van Kirk seconded.

Ali Gamero-Hernandez, Kaaren-Lyn Graves, Jesus Love, and Janice Mrkonjic voted to approve. No members were opposed.

4. Covid-19 Initiatives:

ARIZONA@WORK City of Phoenix (COP) Business Engagement Supervisor Rob Stenson shared that the Business Engagement team has identified over 3,600 temporary and over 1,000 permanent layoffs through WARN notices and business outreach. Over 28% of businesses that the team has identified as laying off employees are not filing WARN notices and the number of employees affected by layoffs is likely higher. The Business Engagement team has contacted over 1,100 companies through contacting employers with job postings on Arizona Job Connection (AJC) to identify which postings were still accurate, so the database was accurate for jobseekers, and through general outreach.

The Accommodation and Food Service sectors account for approximately 70% of the layoffs. Jobseekers with experience in these sectors are highly sought after by other sectors, because they have high demand core skills including customer service, multitasking, problem solving, and the ability to manage stressors. The Business Engagement team has worked with the Office of Economic Opportunity (OEO) to identify dislocated hospitality, retail, and food service workers to gauge interest in a contact center training program on the Eligible Training Provider List (ETPL). The Business Engagement team has identified 36 jobseekers interested in the program and have counseled the jobseekers while they are registering on AJC and referring them to career advisors at the One-Stops.

The Business Engagement team has engaged in several virtual recruiting events. Virtual recruiting events are informational events, exposing businesses and their available positions to jobseekers.

BEC Vice-Chair Janice Mrkonjic asked if she should direct people to the Arizona Commerce Authority (ACA) Return Stronger website or the ARIZONA@WORK website. Rob shared that both sites have similar information, so either site is an appropriate referral.

5. Bagels & Business Update:

BEC Vice-Chair Janice Mrkonjic shared that BEC leadership and PBWDB Executive Director LaSetta Hogans are working with Google to create an event to connect with businesses and share information about the training programs available through Google, Arizona State University (ASU), and Maricopa Community College (MCC). The event would be hosted by Google and the program would last for an hour and be followed by thirty-minute breakout sessions to continue the discussion.

The event would be an opportunity to connect with employers to identify their Information Technology (IT) needs and to connect them with individuals who have completed their Google certification for help desk and entry level jobs and training that could also be beneficial for Incumbent Worker Training (IWT), as the course is online and self-paced, so employees can complete it while still working.

The BEC agreed that Google being involved in the event would drive attendance and that the format should be a one-hour main program with thirty-minute breakout sessions.

BEC Member Ali Gamero-Hernandez motioned to move forward with the Bagels & Business Event in partnership with Google on June 17th, 2020. BEC Member Kaaren-Lyn Graves seconded.

Jesus Love, Janice Mrkonjic, Dean Van Kirk, and Patrick Winters voted to approve. No members were opposed.

6. Committee Ad-Hoc Member Recruitment:

BEC Vice-Chair Janice Mrkonjic suggested that BEC Members connect with their business human resources contacts to recruit them for Ad-Hoc membership on the committee. BEC Chair Jesus Love asked what the application process was for Ad-Hoc members. PBWDB Liaison Christina Edwards shared that potential Ad-Hoc Members are sent an application that they return to Christina Edwards with their current resume. The application is forwarded to the BEC for approval and upon approval, it is sent to the Executive Leadership Committee (ELC) and the full board for notice.

Jesus invited BEC Member Ali Gamero-Hernandez to apply to be an Ad-Hoc member when her term expires in June 2020.

7. Regional Business Engagement Efforts:

ARIZONA@WORK City of Phoenix Business Engagement Project Manager James Montoya shared that many regional efforts are on pause because of COVID-19 restrictions. The Business Engagement team has reached out to all the sector partnerships to ascertain the status of all programs. The Workforce Collaborative is still meeting, the next meeting is will be hosted by Ability 360 on June 11. The Construction ADOT apprenticeship is on hold due to COVID-19 until further notice. The Logistics and Transportation Commercial Driver's License (CDL) cohort led by Revel Foundation and Republic Services is on hold until August.

Chicanos Por La Causa (CPLC) is offering an online customer service course developed by the Retail Federation in partnership with Center for Future of

Arizona at no-cost to interested participants. The Financial Industry Training (FIT) is currently run through the Greater Phoenix Chamber Foundation and is awaiting approval of the program offered through Maricopa Community College. The Customer Service cohort through Youthforce has been put on hold due to COVID-19 restrictions. The OEO is offering a five-day online customer service training and there are currently 36 people interested in participating. The OEO has begun their first Insurance cohort. Participants receive their property and casualty certification upon completion of the program. BEC Member Dean Van Kirk suggested discussing the virtual cohorts with Google while planning the Bagels & Business event.

8. Numbers@Work Report:

ARIZONA@WORK COP Business Engagement Supervisor, Rob Stenson, shared the Numbers@Work report. He shared that Business Center usage numbers have dropped because the Phoenix Business and Workforce Development Center is closed to public use due to COVID-19 restrictions. The number of Business Engagement team visits has not changed since March, but there have been over 1,000 contacts with businesses by the Business Engagement team since the beginning of March. All recruiting and training services are still being offered to businesses.

On the Job Training (OJT) has increased, both in terms of number of people being trained and the amount of money dedicated to trainings. Most OJT contracts are in the construction trades through quasi-apprenticeship training including low-voltage electrician, plumbing, and HVAC training. The number of Incumbent Worker Training (IWT) contracts exceeds the program year goal, however completing those trainings by the end of the program year is not feasible since most companies have put trainings on hold due to COVID-19 restrictions, unless the trainings are virtual.

Rob shared that the recruiting events numbers have increased dramatically because they now include all events hosted at ARIZONA@WORK COP One-Stops as well as Business Engagement team-led events per BEC direction at the April BEC meeting.

9. Committee Update Report:

BEC Chair Jesus Love shared that he would report that the BEC has tentatively scheduled a virtual Bagels & Business event at 9 am on June 17, 2020 in partnership with Google and that he invited BEC Member Ali Gamero-Hernandez to apply to be an Ad-Hoc Member upon expiration of her board term.

10. Matters for Future Discussion:

Ad-Hoc Member Recruitment and potential applications

Strategic Plan changes

11. Call to the Public & Open Discussion:

None

13. Adjournment:

BEC Member Dean Van Kirk motioned to adjourn the meeting, BEC Ad-Hoc Member Patrick Winters seconded.

Ali Gamero-Hernandez, Kaaren-Lyn Graaves, Jesus Love, and Janice Mrkonjic approved the motion and the meeting was adjourned at 10:30 a.m.