



**Phoenix Business and Workforce Development Board
Continuous Improvement Committee
Meeting Minutes**

**Phoenix Business and Workforce Development Center
302 N. 1st Avenue, 6th Floor, Phoenix AZ 85003-1611
January 9, 2020**

Members Present

Nick Bielinski, Chairman
Steven Cramer, Vice-Chairman
Fred Lockhart
Jan Davis
Kandi Tillman
Delbert Hawk (by phone)

City of Phoenix Staff

Christina Edwards
LaSetta Hogans
Kimberly Whetstone
Kerri Barnes
Rob Stenson

Public

Michael Burchett
Stacey Van Emst

1. Call to Order / Roll Call

Nick Bielinski, Continuous Improvement Committee (CIC) Chairman, called the January 9, 2020, meeting to order at 11:00 a.m. Roll call was completed, and a quorum was present.

2. Review and approval of CIC Meeting Minutes:

Jan Davis, CIC Member, motioned to approve the October 2, 2019 Meeting Minutes, Steven Cramer, CIC Vice Chair, seconded the motion. **Motion passed 6:0**

Yes: 6- Nick Bielinski, Steven Cramer, Jan Davis, Fred Lockhart, Kandi Tillman, Delbert Hawk

No: 0

- 3. One-Stop Operator Monthly Reports September, October and November 2019:**
The committee reviewed the One-Stop Operator September, October and November reports. The CIC asked if there is anything the Board would like more details about specifically, the open 1000 positions for each the Census and Department of Economic Security. The CIC would like to bring awareness to the open positions.

The One-Stop Operator staff reported that survey results have increased slightly. The One-Stop operator discussed that low staffing is a challenge and affects the lack of survey results. The CIC would like a solution to the lack of survey results.

- 4. One-Stop Operator Monitoring Action Plan Review:**
The committee discussed the One-Stop Operator Monitoring Action Plan Review. Each committee member had been provided a copy of the plan.

The One-Stop Operator staff read through items of the Action Plan that were Not-Met. The One-Stop Operator staff will continue monitoring the Action Plan and will add completion dates as they monitor each response. Responses will be shared with LaSetta Hogans, Executive Director to the Board and Christina Edwards, Board Liaison.

- 5. One-Stop Operator Monthly Report/Recruitment Survey:**
This item was not discussed and moved to the February agenda.

- 6. 3rd Quarter 2019 LMI/Skills Gap Information:**
This item was not discussed and moved to the February agenda.

- 7. Future CIC Meeting Date/Time for Calendar Year 2020:**
The Committee voted to change the CIC Meetings to the 2nd Thursday of every month at 11:00 a.m. after the PBWDB or ELC Meetings.

Steven Cramer, CIC Vice Chair, motioned to approve moving the CIC Meetings to the 2nd Thursday of every month at 11:00 a.m., Jan Davis, CIC Member, seconded the motion. **Motion passed 6:0**

Yes: 6- Nick Bielinski, Steven Cramer, Jan Davis, Fred Lockhart, Kandi Tillman,
Delbert Hawk

No: 0

8. PBWDB Strategic Plan Scorecard Year 3 Goals Review:

The committee reviewed the scorecard, all goals are green.

9. Matters for Future Discussion:

- One-Stop Operator Monthly Report/Recruitment Survey
- 3rd Quarter 2019 LMI/Skills Gap Information
- Process/Customer Flow Review
- BoardBookit Workgroup-Steven Cramer, Fred Lockhart, and Nick Bielinski

10. Call to the Public and Open Discussion:

Kerri Barnes will be moving to another Department within the City of Phoenix.

11. Adjournment:

Jan Davis, CIC Member motioned to adjourn the meeting at 12:28 p.m., Fred Lockhart, CIC Member, seconded, **Motion passed 6:0.**

Yes: 6- Nick Bielinski, Steven Cramer, Jan Davis, Fred Lockhart, Kandi Tillman,
Delbert Hawk

No: 0