



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

**Phoenix Business and Workforce Development Center  
302 N. 1<sup>st</sup> Avenue, 6<sup>th</sup> Floor, Phoenix AZ 85003-1611  
February 13, 2020**

**Members Present**

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

**City of Phoenix Staff**

Christina Edwards  
Kimberly Whetstone  
Rob Stenson

**Public**

Michael Burchett (by phone)

**1. Call to Order / Roll Call**

Nick Bielinski, Continuous Improvement Committee (CIC) Chairman, called the February 13, 2020, meeting to order at 11:03 a.m. Roll call was completed, and a quorum was present.

**2. Review and approval of CIC Meeting Minutes:**

Steven Cramer, CIC Vice Chair, motioned to approve the January 9, 2020 Meeting Minutes, Kandi Tillman, CIC Member, seconded the motion. **Motion passed 5:0**

Yes: 5- Nick Bielinski, Steven Cramer, Jan Davis, Fred Lockhart, Kandi Tillman  
No: 0

**3. One-Stop Operator Monthly Report January 2020:**

The committee reviewed the One-Stop Operator January report. The CIC asked if there is a better way to market/promote events for better attendance. The CIC requested a summary of hiring events and funds for outreach on next agenda. The

committee discussed tracking walk-ins to OSO. Steven and Michael to discuss new technology available offline.

**4. One-Stop Operator Monthly Report/Recruitment Survey:**

The One Stop Operator staff requested assistance from CIC to edit the survey in hopes of getting better results. The CIC discussed the questions on the survey and made changes. The OSO staff will submit changes to the survey to LaSetta Hogans, Phoenix Business and Workforce Development Board Executive Director, for approval.

**5. 3<sup>rd</sup> Quarter 2019 LMI/Skills Gap Information:**

Rob Stenson, City of Phoenix Business Services Supervisor, discussed LMI/Skills Gap results with CIC. Research shows job seekers are not articulating verbal and written job skills on resumes and in interviews. Staff believes utilizing technology to assist job seekers with resume writing and using key words will help attain employment.

**6. Process/Customer Flow Chart Review:**

The committee reviewed the Process/Customer Flow Chart.

**7. PBWDB Strategic Plan Scorecard Review:**

The committee reviewed the scorecard, all goals are green.

**8. Review AD-HOC Membership Application and Resume:**

The committee reviewed a membership application and resume from Lynndy Smith.

Steven Cramer, CIC Vice Chair, motioned to approve new AD-HOC Member, Lynndy Smith to join CIC, Kandi Tillman, CIC Member, seconded the motion.

**Motion passed 5:0**

Yes: 5- Nick Bielinski, Steven Cramer, Jan Davis, Fred Lockhart, Kandi Tillman  
No: 0

**9. Matters for Future Discussion:**

- Summary of Hiring Events
- Process for job fairs/Enhance by Social Media Branding
- Marketing for hiring events/Funds available

**10. Call to the Public and Open Discussion:**

None.

**11. Adjournment:**

Fred Lockhart, CIC Member motioned to adjourn the meeting at 12:09 p.m., Steven Cramer, CIC Vice Chair, seconded, **Motion passed 5:0.**

Yes: 5- Nick Bielinski, Steven Cramer, Jan Davis, Fred Lockhart, Kandi Tillman,

No: 0