



**Phoenix Business and Workforce Development Board
Full Board Meeting Minutes
March 8, 2018**

The meeting of the Phoenix Business and Workforce Development Board meeting was held on March 8, 2018, located at the Phoenix City Hall, 200 W. Washington St., 1st Floor Assembly Rooms B, Phoenix, AZ 85003.

Board Members Present:

Nicholas Bielinski	Travis Hardin
Audrey Bohanan	Jeff Kulaga
Jan Davis	Jesus Love
Rachel Galusha	Beth Salazar
Ali Gamero-Hernandez	Lorenzo Sierra
Stacie Garlieb	Bethany Woodard
Michael Hale	

Board Members via Phone:

Andres Contreras	Malcolm Green
Nick DePorter	

Cynthia Spell Tweh (PBWD Board Executive Director)

Board Members Absent:

Derek Anderson	Delbert Hawk
Daniel Barajas	Jeff Holly
Kelley Coats	

City Staff:

Mary Alejandro	Melissa Magallanez
Winsome Benjamin	Miranda Magallanez (Intern)
Kimberly Cruz	James Montoya
Sandra Enriquez	Isis Sanchez
Stan Flowers	Rob Stenson

Public Attendees:

Margo Edris	Dustin Panoff
Emily Ellis	Dave Stakebake
Lisa Elowson	Aida Jimenez Uselton
Luis Enriquez	Stacey VanEmst
Samantha Hansen	Ashley Wilhelm
Samuel Lavin	Sarah Yuma
Karen Lynch	

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

1. Call to Order

Chairman Travis Hardin, called the March 8, 2018, Phoenix Business and Workforce Development Board (Board) Meeting to order at 9:13 a.m. Roll call was completed by the Board Liaison and a quorum of 16 was present.

2. Approval of the January 11, 2018 Meeting Minutes:

A motion to approve the January 11, 2018 meeting minutes was made by Stacie Garlieb, seconded by Michael Hale.

Motion passed unanimously

3. Consent:

A. Attendance Hours/Volunteer Time

Chairman Travis Hardin requested each Board Members to review their volunteer hours.

B. Eligible Training Providers List

This item was provided for the Boards review.

C. ADA Monitoring Progress Report

This item was provided for the Boards review.

4. WIOA Transfer of Funds Budget Modification:

Stan Flowers, Career Services Manager provided a brief explanation of the ability to transfer funds between the Adult and Dislocated Worker funds to ensure the funds are utilized in the area it's most needed. The previous Workforce Investment Act program limited the ability to transfer funds. With current Workforce Innovation and Opportunity Act program there is a 100% ability to transfer funds between funding sources, however, the public must be notified in a public setting. This is a request for the Board to approve up to \$2 million be transferred from Dislocated Worker to Adult program and for up to \$200,000 be transferred from Dislocated Worker to Rapid Response program.

A. A motion to approve the transfer of up to \$2 million PY17/FY18 Dislocated Worker funds to the Adult program was made by Stacie Garlieb, seconded by Ali Gamero-Hernandez.

Motion passed unanimously

- B. A motion to approve the transfer of up to \$200,000 PY17/FY18 Dislocated Worker funds to the Rapid Response program once rapid response funds are depleted was made by Jan Davis, seconded by Jesus Love.

Motion passed unanimously

5. Phoenix Business Roadmap at HIVE MOA:

The Board Liaison, Isis Sanchez, reviewed the Memorandum of Agreement (MOA) with the City of Phoenix, Community and Economic Development Department (CEDD) and the Phoenix Public Library (Library), to administer the HIVE program. At the last Board meeting Phil Bradstock and Jessica Gonzalez presented the success of the HIVE. The MOA expires June 30, 2018, staff is seeking to extend their contract in the amount of \$35,000 for two years (\$17,500 each year) if approved by the PBWD Board.

A motion to approve to extend the MOA with the City and Library Departments to administer the Phoenix Business Roadmap at the HIVE for an additional two years with an amount not to exceed \$35,000 was made by Audrey Bohanan, seconded by Stacie Garlieb.

Motion passed unanimously

6. PBWD Board Membership and Application Review:

The Board Liaison, Isis Sanchez, discussed the Board membership. Two Board Members terms' will expire June 30, 2018, and are eligible for a second term, they are Rachel Galusha and Audrey Bohanan. Stacie Garlieb will be terming off completely June 30, 2018. The Board will seek to recruit and fill Ms. Garlieb's position.

The Board Liaison, Isis Sanchez, reviewed and introduced two applicants for the Board, Lisa Elowson, with Bayless Integrated Healthcare and David Stakebake with Arizona State University (ASU). Lisa Elowson was recommended by Board Member Audrey Bohanan. Ms. Bohanan feels she would be an excellent addition to the board.

David Stakebake with ASU, will fill the Higher Education position that Jeff Kulaga vacated when he transitioned into a Business role. Board Member Jeff Kulaga feels he is a strong fit and brings experience from career services. Former Board Member, Cindy Parnel recommended Mr. Stakebake to the Board. Board Member Nick DePorter also provided a strong recommendation for Mr. Stakebake.

A motion to approve Lisa Elowson, Chief People Officer, Bayless Integrated Healthcare, and David Stakebake, Assistant Director of Strategic Employer Development, Arizona State University, for recommendation to forward the applications to the May City Council appointment was made by Jesus Love, seconded by Stacie Garlieb.

Motion passed unanimously

7. PBWD Board Ad Hoc Committee Update:

The Board Liaison, Isis Sanchez, provided an overview of the AdHoc Committee initiative. The initial invitation for AdHoc Committee Members was sent March 2016, 19 applicants responded and 14 applicants were forwarded to the Committees and Board. The AdHoc Committee Members serve on the PBWD Board Committees and have voting approval. The term is for two years and the current members will expire on June 30, 2018. The Board will identify a process to bring in valuable members. Executive Director, Cynthia Spell Tweh stated that the AdHoc Committee Members position is a great way to introduce them to the responsibilities of serving on the Board. The Board will seek new AdHoc Committee Members to serve starting July 1, 2018. There are five maximum AdHoc Committee Members to each Committee. All AdHoc Members should attend a Full Board, Executive Leadership Committee or one of the other Committee meetings before becoming an AdHoc Committee member. Board Members and the Executive Director, and staff will revise the AdHoc Committee Member Policy. Board Members will send the Board Liaison a list of names for potential AdHoc Committee Members.

8. Open Meeting Law Basics:

Tabled

9. Sector Partnerships Update:

Rob Stenson, Supervisor for the Phoenix Business and Workforce Development Center, provided a brief Sector update on industry driven Sector Partnerships in the Phoenix area. The current Sector Partnerships are Advanced Business Services, Construction, and Financial Services. Sectors are an important component to the Workforce Innovation and Opportunity Act program. The Sector Partnerships have been a great opportunity for the City of Phoenix, Maricopa County and Department of Economic Security, to work collaboratively and regionally towards solving some important objectives. A strategic objective initiated to help solve sector issues is implementing Cohort programs. This engages the employers, ARIZONA@WORK City of Phoenix staff and other regional partners. The current pilots have been the Construction Pre-Apprenticeship program (youth focused), the Contact Center Cohort Program began March 12, 2018, IT four programs in CompTIA and Cisco begin March 19, 2018, Financial Services, Series 7 begin March 5, 2018. The intent

of this process is to hire the job seeker after they complete the certification or training program.

10. Program Monitoring Update:

Kerri Barnes, Workforce Development Supervisor for Quality Assurance, presented the Program Monitoring updates for current WIOA contractors. The Workforce Innovation and Opportunity Act program requires the subcontractor's receive monitoring to ensure data integrity, compliance, successful best practices, methodology, and overall continuous improvement. This year the monitoring program increased their monitoring to 20% of the files which is based on 10% of the active and existing program files. Common terminology addressed in the monitoring program: "Findings" or "Not Met" (this is a breach of policy/law), "Observation" (potential breach of policy/law), and "Best Practices". The subcontractors have an opportunity to correct the Findings Not Met or Observations. Any Best Practices are noted and reported out to the other subcontractors for shared consideration. Monitoring is meant to be a continuous improving program. The Monitoring Program plans to incorporate the information identified in the tools from the One Stop Assessment Certifications completed last year.

11. One Stop Operator Progress Update:

Stacey VanEmst and Emily Ellis, with Goodwill of Central and Northern Arizona, provided a six month progress update for the One Stop Operator. Ms. Ellis noted the One Stop Operator contract started on July 1, 2017. Goodwill has been working with the Job Centers to cover the front desk duties, thus allowing caseworkers to have more time available to see customers. The addition has received compliments and the customers feel this has raised the level of service. The Job Centers are seeing customers return to utilize the resource room for job search and other various needs. Stacy VanEmst discussed the relationship building the Customer Service Representative at the front desk is able to develop with the returning customers. Three of the Customer Service Representatives are Bi-Lingual and this is beneficial especially for the West Job Center office. Goodwill staff continually works with the Job Center teams to alleviate wait time for the customers. Goodwill staff also help customers to understand the services are provided at no cost and ensure the customer receives the most out of the resources available to them. The Goodwill team has taken on the facilitating of the Integrated Service Delivery program and assisted with implementation of Arizona Management System. Through the Lean Process, staff has developed a Safety Committee, Resume Committee and Google Committee. Goodwill staff have facilitated two Quarterly Partner Meetings. The first six months the average wait time was approximately 16 minutes. The past six month the average wait time has been 11 minutes. Monday seems to be the busiest day of the week and in 2017 there were 202 hiring events which took place at the Job Centers.

12. PBWD Board and ARIZONA@WORK City of Phoenix Policy Review and Final Approval:

Chairman Travis Hardin discussed per federal regulation all workforce boards must approve policies for the local workforce area. The Phoenix Business and Workforce Development Board will review and submit final approval on Policies for ARIZONA@WORK City of Phoenix Workforce that have been reviewed and approved by the Executive Leadership Committee of the PBWD Board.

Policy Items A thru U

A motion to recommend the PBWD Board approve Policies A-H as recommended by the Executive Leadership Committee on March 8, 2018 was made by Jeff Kulaga, seconded by Stacie Garlieb.

Motion passed unanimously

A motion to recommend the PBWD Board approve Policies I-U as recommended by the Executive Leadership Committee on March 8, 2018, with the exception of Policy O, was made by Michelle Jameson, seconded by Beth Salazar.

Motion passed unanimously

13. PBWD Board Strategic Plan Discussion:

Chairman Travis Hardin stated the Board Strategic Plan was finalized in December 2017. The Board Liaison, Isis Sanchez noted all Board Members have been given the Executive Summary and Board Strategic Plan. The Executive Director of the Board, Cynthia Spell Tweh stated there will be quarterly reports on the progress of Strategic Plan. At this time, two Board Champions still need to be identified and these two Champions must keep the goals of the Strategic Plan in the forefront of the Board and Committees. Audrey Bohanan and Michael Hale have agreed to be the Board Champions. In April there will be a conference call to discuss responsibilities for the Board Champions.

A motion to recommend Audrey Bohanan and Michael Hale as the Board Champions was made by Lorenzo Sierra, seconded by Stacie Garlieb.

Motion passed unanimously

14. Matters for Future Discussion:

Ambassador Program

Other organizations such as Maricopa County IDA involved in workforce activities presentation.

15. Call to the Public and Open Discussion:

Mark Carr, Youth Workforce Development Supervisor, announced the Phoenix Summer Youth Program. This year the program is funded through the City of Phoenix General Purpose Fund, an allocation of \$250,000 has been designated for the Phoenix Summer Youth Program. There will be 117 youth (ages 16-24) selected through a lottery process to participate in this year's Summer Youth Program. The marketing for this program will be underway soon. The program will run from June 11, 2018 to the end of July 2018.

Kerri Barnes, Quality Assurance Supervisor, is maintaining the arizonaatwork.com/phoenix website, the Youth Summer Program information is listed on the website. Board Members are required to email Ms. Barnes a picture and bio to update the Board page if you have not done so.

The Board Liaison, Isis Sanchez handed out the new Boards and Commission handbook and requested all Board Members sign last page and turn in to her.

16. Adjournment:

A motion to adjourn the meeting was made at 11:02 a.m. by Jesus Love, seconded by Jeff Kulaga.

All were in favor and the meeting adjourned.