



**PHOENIX BUSINESS AND WORKFORCE DEVELOPMENT BOARD
SERVICE DELIVERY COMMITTEE
Meeting Minutes**

**Located at: Phoenix Business and Workforce Development Center
302 North First Avenue, 6th Floor, Phoenix, AZ 85003-1611
December 13, 2018
10:45 a.m.**

Members Present:

Michelle Jameson
Stacie Garlieb

Jim Sorenson

Members via Phone:

Andres Contreras
Ali Gamero-Hernandez

Members Absent:

Lisa Elowson
Jan Davis

Public Attendees:

Eduardo Barojas
Christina Edwards
Sandra Enriquez
Stan Flowers
LaSetta Hogans

Hayden Maynard
Rob Stenson
Stacey VanEmst
Kweilin Waller
Laura Whitehead

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

1. Call to Order

Service Delivery Committee Chair Michelle Jameson, called the December 13, 2018, Phoenix Business and Workforce Development (PBWD) Board Service Delivery Committee (SDC) meeting to order at 10:50 a.m. Roll call was completed and a quorum of five was present.

2. Approval of November 8, 2018 Meeting Minutes:

SDC Ad Hoc Member Jim Sorenson motioned that the minutes of the November 8, 2018 meeting of the Service Delivery Committee be approved, SDC Member Ali Gamero-Hernandez seconded.

Andres Contreras, Stacie Garlieb, and Michelle Jameson voted to approve the motion. No members were opposed.

3. Review Committee Attendance Hours:

SDC Ad Hoc Member Stacie Garlieb motioned to approve the consent agenda item, SDC Member Ali Gamero-Hernandez seconded.

Andres Contreras, Michelle Jameson, and Jim Sorenson voted to approve the motion. No members were opposed

4. PBWD Board Strategic Plan Scorecard:

SDC Members reviewed the Year 2 Scorecard with staff, determining the continued progress toward SDC strategic plan goals. The following notes were made:

- **Goal 2.1:** The ARIZONA@WORK City of Phoenix Business Services team is actively promoting On the Job Training (OJT) opportunities in the refugee community.
- **Goal 2.4:** The SDC decided this goal was more pertinent to the Advancing Youth Workforce Committee and would remove it from their strategic plan scorecard.
- **Goal 8.1:** The SDC decided they had staff support necessary to fulfill their responsibilities. (Tactic 8.2: Complete)
- **Goal 8.2:** The SDC decided persons responsible should not include the Phoenix Business and Workforce Development (PBWD) Board Members.
- **Goal 8.3:** The SDC decided to remove Tactic 7.3 from Goal 8.3, because it was misaligned with the goal.

SDC Ad Hoc Member Stacie Garlieb motioned to remove Goal 2.4 and Tactic 7.3 from Goal 8.3 from the SDC Strategic Plan and to remove board members from persons responsible for Goal 8.2. SDC Ad Hoc Member Jim Sorenson seconded.

Andres Contreras, Ali Gamero-Hernandez, and Michelle Jameson voted to approve the motion. No members were opposed.

5. Career Exploration Guide Review:

ARIZONA@WORK City of Phoenix Business Services Supervisor Rob Stenson presented the Career Exploration Guides to the SDC. The Career Exploration Guides are tools focusing on a single industry that details the industry outlook, staffing projections, demographic information of current

participants in the industry, career paths within the industry for people at entry levels, and what certifications are most in-demand in the industry, where to obtain training, and apprenticeship opportunities available within the industry. Rob Stenson distributed Career Exploration Guides for construction and advanced business services. The guides are designed with the objective of offering job seekers information that will help in deciding career goals. Future guides that will be created are health care, manufacturing, and information technology. The guides are posted on the ARIZONA@WORK website. The new website will have updated tools that will provide real time information that is contained in the guide. The guides will be updated quarterly. By the April 2019, the additional guides will be ready for release.

6. One-Stop Operator Update:

One-Stop Operator (OSO) Stacey VanEmst shared South Job Center numbers since the reopening. In September, 668 job seekers were served; in October, 1,153 job seekers were served; and in November, 1,190 job seekers were served. The numbers show a considerable increase in traffic since the South Job Center reopened. Maximus is co-located in the South Job Center and they will be starting workshops and job clubs in January. Each Job Center currently has at least one bilingual customer service coordinator to best serve the community.

There is a recruitment underway for a new One-Stop Operator.

The Operations Manual for the Job Centers will be released shortly and it will be updated every six months.

The direct linkages system is underway, and the new One-Stop Operator will be focusing on that project.

The next Quarterly Partner meeting will be held in February 2019.

The first Arizona Management System (AMS) combined metrics are being rolled out to the North and West Job Centers.

7. Matters for Future Discussion:

None

8. Call to the Public & Open Discussion:

The ARIZONA@WORK City of Phoenix North Job Center Supervisor, Eddie Barojas, was introduced to the SDC.

9. Adjournment:

SDC Ad Hoc member Stacie Garlieb motioned to adjourn the meeting at 12:00 p.m., Ad Hoc Member Jim Sorenson seconded.

Andres Contreras, Ali Hernandez-Gamero and Michelle Jameson voted to approve the motion, and the meeting adjourned.