

**PHOENIX BUSINESS AND WORKFORCE DEVELOPMENT BOARD
SERVICE DELIVERY COMMITTEE
Virtual Meeting Minutes
May 14, 2020
2:00 pm**

Members Present:

Susan Ciardullo
Stacie Garlieb

Michelle Jameson
Brandon Ramsey

Members Not Present:

Jim Sorensen

Public Attendees:

Eddie Barojas
Michael Burchett
Christina Edwards
Sandra Enriquez
Stan Flowers

LaSetta Hogans
Hayden Maynard
Rob Stenson
Stacey VanEmst
Laura Whitehead

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

1. Call to Order/Roll Call/Introductions

Service Delivery Committee Chair Michelle Jameson, called the May 14, 2020 Phoenix Business and Workforce Development (PBWD) Board Service Delivery Committee (SDC) meeting to order at 2:00 p.m. Roll call was completed and a quorum of four members were present.

2. Approval of the February 13, 2020 Meeting Minutes:

SDC Vice-Chair Susan Ciardullo motioned to approve the February 13, 2020 meeting minutes, SDC Ad-Hoc Member Stacie Garlieb seconded.

Brandon Ramsey and Michelle Jameson voted to approve the motion. No members were opposed.

3. Review Committee Attendance Hours:

SDC Vice-Chair Susan Ciardullo motioned to approve the consent agenda item, SDC Member Brandon Ramsey seconded.

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

4. Interim Service Delivery Model:

One-Stop Operator Stacey Van Emst shared changes to One-Stop Operations resulting from the COVID-19 pandemic restrictions. There has been a 234% increase in ARIZONA@WORK City of Phoenix (COP) One-Stop traffic since March 16, 2020. Most One-Stop traffic has been Resource Room computer use to apply for Unemployment Insurance (UI), not to utilize career services. The One-Stop Operator staff, the One-Stop supervisors, and Welcome Team leads are having twice weekly meetings to ascertain and respond to customer needs and to coordinate service delivery. One-Stops have utilized signage to encourage people to engage ARIZONA@WORK staff online or by phone when possible and to remind customers to engage in social distancing at the Welcome Table and in the Resource Room. Arizona Department of Economic Security (DES) has employed day porters at all One-Stops to clean high traffic and high-touch areas for customer and staff safety. Hand sanitizer, gloves, and masks have been provided for staff to use. Goodwill staff is required to use masks and gloves when interacting with the public. SDC Chair Michelle Jameson asked if it was possible to provide the public with disposable masks, Stacey said she was asking DES manager Chris Tafoya if it was possible for masks to be provided to the public. Michelle asked if there are any Plexiglass dividers available. Stacey said that there is Plexiglass at the front desk to protect the staff and public.

SDC Vice-Chair Susan Ciardullo asked if customers are being given time limits at the One-Stops. One-Stop Operator Stacey VanEmst said there are thirty-minute limits on the computers, unless there is no wait to use computers. She shared that applying for UI can take up to an hour, so they try to accommodate customers and meet their needs instead of adhering to strict time limits when there is no wait for computers.

Staff anticipates people will start using career services as the Pandemic Unemployment Assistance (PUA) payments expire. ARIZONA@WORK COP West One-Stop Supervisor Laura Whitehead said there is a decrease in career service interest, but her staff is contacting people who have come to the office to file for unemployment to share career services information, though not many people are interested in career services at this point. Laura said messaging needs to be reinforced to customers walking into the One-Stop Centers, that the Welcome Desk needs to ask if staff can call people back after they file for unemployment. Stacey VanEmst said the next Integrated Service Delivery (ISD) Leadership meeting is on May 27, 2020 and will focus on resuming pre-COVID messaging and deciding what hiring events, career services, and workshops will entail.

SDC Chair Michelle Jameson asked if job fairs going forward will be virtual or on-site with social distancing and how people without technology will be able to participate in virtual events. Stacey said they do not know how they will integrate virtual job fairs yet, but that partners have started hosting virtual recruiting events, Michelle asked if there was funding available to get tablets at One-Stops to assist customers without technology access and she asked if anyone is coaching customers through virtual recruiting event etiquette. Stacey said that virtual event etiquette could be a workshop that is potentially incorporated into the public One-Stop workshops. She shared that there is a need for tablets at the One-Stops but there is no plan in place to get any, though it is something to consider in the partner memorandum of understanding, to explore how the partner agencies can help contribute to improve technology access for shared customers. One-Stop Operator Supervisor Michael Burchett shared that the current services in the Resource Room are different from how they are normally utilized, additional staff has been added in the Resource Room through vacancy savings, but starting on July 1, 2020, the additional staff will not be available, and the current level of assistance will not be available in the new program year unless changes are made to the One-Stop Operator contract. ARIZONA@WORK COP North One-Stop Supervisor Eddie Barojas said that he is participating in a problem-solving group to engage the COP staff to help with the customer flow at the One-Stop Centers.

ARIZONA@WORK COP Workforce Supervisor Stan Flowers shared that the COP One-Stop staff started teleworking during the second week of April; staff currently works at home four days a week and one day a week on-site. Career advisors are given the choice whether they want to meet with customers virtually or in-person. A two-day virtual self-directed SOAR workshop has been implemented, however, the entire five-day SOAR is not virtual yet. ARIZONA@WORK COP trainer Neva Smith is working with people one-on-one in the computer lab at the South One-Stop one day a week, helping customers who are not technology literate. Virtual public workshops will be offered starting June 8, led by substitute instructors so the COP trainers can focus on building the five-day virtual SOAR curriculum.

ARIZONA@WORK COP Business Engagement Supervisor Rob Stenson said that DES coordinated with the business engagement local area teams throughout the state to verify which job postings on Arizona Job Connection (AJC) needed to be removed from the site. The ARIZONA@WORK COP Business Engagement team has contacted over 1,126 businesses through AJC and general business outreach efforts. The Business Engagement team has identified 3,700 temporary layoffs and 1,035 permanent layoffs. The team is working with employers to share support services information with the affected workers. The team worked with Manpower and other partners to hire 800 people to manufacture personal protective equipment (PPE). Through their outreach over 1,000 people connected with Manpower to apply for open

positions. The Business Engagement team is currently formulating a standard of work for City of Phoenix-led virtual events. The Business Engagement team has identified jobseekers with retail and hospitality sector experience interested in a five-day customer service training tied to currently hiring employers.

5. One-Stop Operator Update:

One-Stop Operator Stacey VanEmst shared there has been no on-site hiring events since the COVID-19 pandemic outbreak. She said because the primary utilization of the Resource Room has been for Unemployment Insurance filing, it has been challenging to collect surveys from customers. At the South One-Stop, they have put the survey on the kiosks which has increased survey response.

SDC Ad-Hoc Member Stacie Garlieb asked if the One-Stop Centers are promoting partner virtual events. Stacey said events are being promoted in the One-Stop Centers and partner locations with resources available for customers. ARIZONA@WORK COP Business Engagement Supervisor Rob Stenson shared that the business engagement team has been active in participating and leading virtual events and information is being shared. The business engagement team is working with the Future of Arizona on a retail recruitment and ARIZONA@WORK Maricopa County is collaborating with Pipeline AZ to recruit for employers.

6. Committee Update Report:

SDC Chair Michelle Jameson stated the items she would share with the full PBWDB are the changes to the interim service delivery model.

7. Matters for Future Discussion:

SDC Chair asked the Committee Members if there was a need to have a June SDC Meeting. PBWDB Executive Director LaSetta Hogans said members could meet to discuss the new committees and their preferences. PBWDB Liaison shared that committee information would be sent to PBWDB members and Ad-Hoc members, as well as an opportunity to share their committee preferences. The committee members decided to cancel their June 11, 2020 meeting.

8. Call to the Public & Open Discussion:

One-Stop Operator Manager Michael Burchett thanked the SDC members for their leadership on the committee.

9. Adjournment:

SDC Ad-Hoc Member Stacie Garlieb motioned to adjourn the meeting at 3:01 p.m., SDC Member Brandon Ramsey seconded. No members were opposed and the meeting adjourned.