



**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
March 14, 2019
10:45 a.m.**

Members Present:

Jan Davis
Lisa Elowson
Ali Gamero-Hernandez

Michelle Jameson
Jim Sorensen

Members via Phone:

Stacie Garlieb

Public Attendees:

Eduardo Barojas
Michael Burchett
Denise Coulson
Sandra Enriquez
Stan Flowers

Maja Malka
Hayden Maynard
Kim Smith
Stacey VanEmst
Laura Whitehead

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

1. Call to Order

Service Delivery Committee Chair Michelle Jameson, called the March 14, 2019 Phoenix Business and Workforce Development (PBWD) Board Service Delivery Committee (SDC) meeting to order at 10:47 a.m. Roll call was completed and a quorum of four members were present.

2. Approval of February 14, 2019 Meeting Minutes:

SDC Member Jan Davis motioned that the minutes of the February 14, 2019 meeting of the Service Delivery Committee be approved, SDC Ad-Hoc Member Jim Sorensen seconded.

Lisa Elowson and Michelle Jameson voted to approve the motion. No members were opposed.

Ali Gamero-Hernandez arrived to the meeting at 10:48 am.

3. Review Committee Attendance Hours:

SDC Member Jan Davis motioned to approve the consent agenda item, SDC Ad-Hoc Member Jim Sorensen seconded.

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

4. PBWDB Scorecard Key Metrics:

The SDC asked staff to confirm that everything is correct on the scorecard, pertaining to due dates. The Information Technology Sector Analysis is in progress. The training brochure is up-to-date.

SDC Member Jan Davis motioned to change the due date for Goal 2, Item 2 to June 30, 2019 and to change the Goal 8, Item 2 from yellow to green, SDC member Ali Gamero-Hernandez seconded.

Lisa Elowson, Michelle Jameson, and Jim Sorensen voted to approve the motion. No members were opposed.

5. Service Delivery Committee Objectives:

The SDC reviewed the Service Delivery Committee Objectives that were approved during the February 14, 2019 SDC Meeting. One-Stop Operator can present the Arizona Management System (AMS) metrics, which focus on One-Stop improvement and the topics of the Integrated Service Delivery (ISD) meetings. SDC Member Jan Davis has requested that Vocational Rehabilitation (VR) provide quarterly metric updates. Workforce Supervisor Stan Flowers shared there is a staff training tracker that can be provided to demonstrate metrics that demonstrate professional development in for the workforce development system staff. SDC Member Ali Gamero-Hernandez suggested training buckets for professional developments to ensure relevant topics and skills are addressed.

SDC Chair Michelle Jameson requested that the PBWD Board Executive Director attend a future meeting to clarify Objective Six, related to the MOU between system partners.

This item is continued until the next meeting.

6. One-Stop Operator Update:

One-Stop Operator Stacey VanEmst provided a recap of the February 28, 2019 Quarterly Partner Meeting. Topics included were My Workforce Story, highlighting how DES Employment Specialist Charlie Mathews started his workforce career, Speed Networking, The Power of Grit and Grace, Flipchart Recognition. There was a Survey Monkey provided to attendees to gauge the efficiency of the invitations, the Eventbrite registration process, and the relevancy of the topics covered. This data will be used to inform planners of future Quarterly Partner Meetings.

SDC Member Ali Gamero-Hernandez suggested the redesigned ARIZONA@WORK website and how staff and partners are using it as a tool to help jobseekers.

Stacie Garlieb entered the meeting at 11:12 am.

7. Job Matching Project:

SDC Member Ali Gamero-Hernandez shared information related to the Arizona Department of Economic Security (DES) Job Matching program. Partners included Career Services Supervisors and Business Services Supervisors from both City of Phoenix (COP) and the Arizona Department of Economic Security (DES). There is a Google Survey and a Valor Global Survey that are being tested at the North One-Stop. The Google Survey is establishing criteria that compares business needs and jobseeker criteria and how comparison can help the Career Services side to make better referrals to the jobseekers. The survey will help the Business Services team to better quantify business needs, especially as they pertain to soft skills. The long-term goal is to use the tool to in conjunction with Arizona Job Connection (AJC) and to use the referral process to match jobseekers to employment opportunities.

The Valor Global Survey is employer specific that uses weighted criteria to make job referrals. Business Engagement Representative Veronica Sainz is in constant communication with the employer to determine if the weighted survey is leading to better referrals from the Business Engagement team. The Job Matching team is introducing metrics to measure the success of the tools.

SDC Member Ali Gamero-Hernandez will bring data to the SDC at a future meeting.

8. Matters for Future Discussion:

Adult/Dislocated Worker Program Providers

Internal and External Partners

9. Call to the Public & Open Discussion:

None

10. Adjournment:

SDC Member Jan Davis motioned to adjourn the meeting at 11:40 a.m., SDC Ad-Hoc Member Jim Sorensen seconded.

Lisa Elowson, Alineth Gamero-Hernandez, Stacie Garlieb and Michelle Jameson voted to approve the motion, and the meeting adjourned.