



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

**Located at: Phoenix Business and Workforce Development Center  
302 North First Avenue, 6<sup>th</sup> Floor, Phoenix, AZ 85003-1611  
April 11, 2019  
10:45 a.m.**

**Members Present:**

Michelle Jameson

Jim Sorensen

**Members via Phone:**

Jan Davis

Ali Gamero-Hernandez

**Members Absent:**

Lisa Elowson

Stacie Garlieb

**Public Attendees:**

Eduardo Barojas

Hayden Maynard

Denise Coulson

Kim Smith

Sandra Enriquez

Stacey VanEmst

Stan Flowers

Laura Whitehead

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

**1. Call to Order**

Service Delivery Committee Chair Michelle Jameson, called the April 11, 2019 Phoenix Business and Workforce Development (PBWD) Board Service Delivery Committee (SDC) meeting to order at 10:53 a.m. Roll call was completed and a quorum of four members were present.

**2. Approval of March 14, 2019 Meeting Minutes:**

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

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

**3. Review Committee Attendance Hours:**

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

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

**4. Business Team Survey:**

ARIZONA@WORK City of Phoenix (COP) Workforce Supervisor Kerri Barnes presented the results of a survey conducted in September 2018 with the Business Engagement Team and the Career Advisors. The SDC was given the Business Engagement responses and were asked to review the results to determine if there were any actionable items.

SDC Ad-Hoc Member Jim Sorensen explained what the talent pipeline is and how participants should be identified on Arizona Job Connection (AJC) and that there should be capability to create a report of suitable candidates using ONET codes when jobs are available. ARIZONA@WORK COP Workforce Supervisor Stan Flowers explained the difficulty in maintaining a database that did not lead to jobs. He said that the Business Engagement Team visits One-Stop Offices and meets the talent pool personally and the offices should develop their own strategies to connect the talent to the employers, as there may not be a one-size fits all strategy and that the business and job seeker needs do not always align. SDC Member Jan Davis asked if any other state used the AJC software and if it was being used more effectively anywhere. One-Stop Operator Stacey VanEmst said she would research that.

Kerri Barnes said the next round of surveys would be sent out to the ARIZONA@WORK City of Phoenix Career Services staff in July 2019. Stan Flowers suggested that the next survey include input about what had changed in the offices since the last survey. Jim Sorensen suggested that the referral functionality of AJC needs to be revitalized, to track placement of job seekers applications to open positions and placements. Stan Flowers said that AJC is not able to analyze resumes that would lead to true job referrals online and that it's a data management system, not a job referral system. He suggested a potential joint-meeting with the Business Engagement Committee (BEC) to address the concerns in the surveys. SDC Chair Michelle Jameson said she would reach out to BEC Chair Michael Hale when the BEC had the opportunity to review the career advisor surveys to determine if the BEC felt an action to initiate a joint-meeting was necessary.

**No action was taken.**

**5. Strategic Plan Scorecard Review:**

This item is continued until the next meeting.

**6. Service Deliver Committee Objectives:**

This item is continued until the next meeting.

**7. Adult/Dislocated Worker Service Providers and Partners:**

ARIZONA@WORK COP Workforce Supervisor Stan Flowers presented an At-A-Glance sheet detailing the current internal and external partners that COP works with. He explained what the different partners do and which populations they focus on and how they interact with COP staff. The collaborations create a wider network of options for jobseekers and it is outreach into the community.

**8. One-Stop Operator Update:**

One-Stop Operator Stacey VanEmst shared the ARIZONA@WORK City of Phoenix Training Brochure that is sent to city staff and the ARIZONA@WORK Network, detailing the trainings that are provided over the quarter and are available to staff and partners.

Stacey distributed a summary of the Arizona Management System (AMS) metrics for the North and South offices. The metrics are reviewed at huddles and leadership meetings.

Stacey distributed notes from the last Integrated Service Delivery (ISD) training. The participants were asked what good customer service was and explored how those answers related to the huddle boards and metrics. The meeting was intended to invest more meaning in the metrics, as they relate to the customers. The SDC asked for Virtual One-Stop (VOS) and AMS Health Review Scores at a future meeting.

**9. Matters for Future Discussion:**

Arizona Management System

Strategic Plan Yr 1 Review

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

None

**11. Adjournment:**

Ad-Hoc Member Jim Sorensen motioned to adjourn the meeting at 12:34 p.m., SDC Member Jan Davis seconded.

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