



## Phoenix Business and Workforce Development Board Service Delivery Committee Minutes

The meeting of the Phoenix Business and Workforce Development Board Service Delivery Committee meeting was held on August 24, 2018, located at the Phoenix Business and Workforce Development Center, 302 N. First Ave, 6<sup>th</sup> Floor, Phoenix, AZ 85003.

### **Board Members Present:**

Lisa Elowson

Ali Hernandez-Gamero

### **Board Members via Phone:**

Jan Davis

Michelle Jameson

Andres Contreras

### **Committee Members Absent:**

### **Public Attendees:**

Esther Atempa

Hayden Maynard

Christina Edwards

Ashley Sisneros

Sandra Enriquez

Stacey VanEmst

Stan Flowers

Laura Whitehead

LaSetta Hogans

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

### **1. Call to Order**

Service Delivery Committee Chair Michelle Jameson, called the August 24, 2018, Phoenix Business and Workforce Development (PBWD) Board Service Delivery Committee (SDC) Meeting to order at 8:00 a.m. Roll call was completed and a quorum of four was present.

Michelle Jameson, Committee Chair asked each committee member and the staff members present to introduce themselves.

**2. Approval of April 27, 2018 and May 18 2018 Meeting Minutes:**

SDC Member Jan Davis motioned that the minutes of the April 27, 2018 and May 18, 2018 meetings of the Service Delivery be approved. Lisa Elowson seconded.

**Jan Davis, Andres Contreras, Lisa Elowson, and Michelle Jameson voted to approve the motion. No members were opposed.**

Ali Hernandez-Gamero joined the meeting.

**3. Review Committee Attendance Hours:**

Tabled.

**4. Service Delivery Committee Vice-Chair Role:**

SDC Chair Michelle Jameson shared that the PBWD Board Executive Leadership Committee (ELC) approved Lisa Elowson being named the SDC Vice-Chair.

**5. Service Delivery Committee Meeting Date and Time:**

SDC Members discussed whether to current normal date and time of their meetings is the most conducive to member participation. Vice-Chair Lisa Elowson suggested that the SDC schedule their meeting to follow the standing PBWD Board and the ELC meeting.

SDC Member Jan Davis motioned that the SDC meetings be scheduled for the second 11:30 am on the second Thursday of the month. Lisa Elowson seconded.

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

**6. PBWD Board Strategic Plan Score Card and Service Delivery Committee Action Items:**

PBWD Board Executive Director LaSetta Hogans shared that the ELC recently approved the adoption of a strategic plan score card as a tool to help committees track the progress toward their strategic plan goals. The tool would be shared with the full board and the committees in coming meetings.

SDC Chair Michelle Jameson said that she would ensure that the committee is up-to-date on action items and it will be a priority for her in successive meetings.

**7. One-Stop Operator Integration at South One-Stop:**

Stacey VanEmst, Goodwill of Northern and Central Arizona, announced that Olga Hernandez will assume the Customer Service Coordinator role at the South One-Stop. Monica Pena accepted the Coordinator position at the North One-Stop to replace Olga. Arizona Department of Economic Security (DES) has not set a grand opening date for the South One-Stop, but it will be forthcoming. Workforce Development Supervisor Stan Flowers said that the City of Phoenix (COP) staff at Travis L. Williams Center would transition to the South One-Stop in September.

**8. ARIZONA@WORK City of Phoenix Update:**

Stan Flowers announced that Esther Atempa is transitioning to a new position in the COP Housing Department. Sandra Enriquez is transferring to the South One-Stop and Laura Whitehead will transition to the West One-Stop, but will assist at the North One-Stop until her position is filled.

Ali Gamero-Hernandez announced that there is a new DES Supervisor at the North One-Stop and he will assume his position full-time in mid-September. She announced that she will be transitioning to the Deputy Administrator with DES Employer Engagement.

Stacey VanEmst said that there needs to be additional focus groups related to VOS Greeter, to ensure customers are able to easily use it. New visit reasons will be used on the VOS Greeter to offer better service to job seekers. SDC Chair Michelle Jameson asked that VOS reports be brought to the next meeting.

**9. Google Community Update:**

SDC Chair Michelle Jameson asked to be updated on Google Community so that the SDC Members can fully utilize it and she suggested it be a standing item during SDC meetings.

Esther Atempa suggested that there be a revitalized staff emphasis on using Google Community and that important information, such as policy updates, be posted to increase community usage. Ali Gamero-Hernandez suggested that the Google Community could be reintroduced at the next Integrated Service Delivery meeting. Stacey VanEmst said that the partner list will be posted on the Google Community and they may add Google Community as an item on their huddle board.

SDC Chair Michelle Jameson suggested the SDC continue to focus on reimplementing the Google Community.

**10. Arizona Management System (AMS):**

Stacey VanEmst said the West and North One-Stops are having their health reviews and AMS Coaches reviewed progress of their work. A theme of the

health reviews was that offices need more support with problem solving to identify and approach root causes that lead to larger issues. Stan Flowers said that the metrics at the One-Stops need to be reviewed to make them meaningful to the One-Stop staff.

Laura Whitehead said there is not a report from health review but there is a standard of work that is reviewed and the measures can change, to improve processes fluidly. She said that there are metrics that will change as they identify new processes to improve. SDC Member Jan Davis said that the action plan resulting from the health review could be shared at future meetings.

**11. Matters for Future Discussion:**

Educate PBWD Board on Arizona Management System

Jan Davis would like to present a pilot program related to cutting costs by purchasing placement with vendors at a future meeting.

**12. Call to the Public and Open Discussion:**

None.

**13. Adjournment:**

A motion to adjourn the meeting was made at 9:15 a.m. by Lisa Elowson, seconded by Ali Gamero-Hernandez.

**Jan Davis, Andres Contreras, Lisa Elowson, Ali Hernandez-Gamero, and Michelle Jameson voted to approve the motion. and the meeting adjourned.**