



**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
November 8, 2018
11:30 a.m.**

Members Present:

Jan Davis
Lisa Elowson

Michelle Jameson

Members via Phone:

Ali Hernandez-Gamero

Members Absent:

Andres Contreras
Stacie Garlieb

Public Attendees:

Eduardo Barojas
Stan Flowers
Hayden Maynard

Ashley Sisneros
Stacey VanEmst

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

1. Call to Order

Service Delivery Committee Chair Michelle Jameson, called the November 8, 2018, Phoenix Business and Workforce Development (PBWD) Board Service Delivery Committee (SDC) meeting to order at 11:30 a.m. Roll call was completed and a quorum of four was present.

2. Approval of October 11, 2018 Meeting Minutes:

SDC Vice-Chair Lisa Elowson motioned that the minutes of the October 11, 2018 meeting of the Service Delivery be approved, SDC Member Jan Davis seconded.

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

3. Review Committee Attendance Hours:

SDC Vice-Chair Lisa Elowson motioned to approve the consent agenda, SDC Member Jan Davis seconded.

Ali Hernandez-Gamero, and Michelle Jameson 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 progress in SDC goals. The scoring was as follows:

- **Goal 2.1:** Identify and implement at least one additional initiative for individuals with disabilities or foreign-born talent. SDC Member Jan Davis reminded committee members that Vocational Rehabilitation has implemented the pilot Employment Specialist Project (ESP) that is working with the regional business services team to meet the needs of people with disabilities. (Tactic 2.4: Complete)
- **Goal 2.2:** Expand Career Exploration Guides from year one with additional 2-3 clusters. The SDC will invite the City of Phoenix Business Services team to review the Career Exploration Guides and discuss future sectors that will be reviewed. The SDC would like to make creation of a process to share the tool with the Job Center staff and how to utilize it as a key performance indicator. (Tactic 2.4: less than 50% complete)
- **Goal 2.3:** Using trends from VOS Greeter, develop process and practice to identify and map bottlenecks for improving customer flow within the ARIZONA@WORK job centers. Staff currently uses the VOS Greeter reports for process improvement and the SDC and PBWD Board are presented with VOS Greeter reports quarterly. (Tactic 2.3: Complete)
- **Goal 2.4:** Connect young adults to employers who have shown interest in offering earn and learn opportunities. The SDC wants to continue to recognize business that offer employment opportunities to youth participants and strengthen the partnership with businesses.
- **Goal 8.1:** Evaluate and update the staffing plan and resource allocation based on need. There is constant communication between staff and the PBWD Board to ensure full staffing and development.
- **Goal 8.2:** Continue offering quarterly training opportunities for professional development to staff and board members. Publish quarterly brochure. This is ongoing, the SDC asked if it could be clarified who the quarterly training brochure is sent to. (Tactic 8.3: more than 50% complete)
- **Goal 8.3:** Annually draft and disseminate staff training reports via SharePoint Training Tracker. There is a training tracker that staff uses to track their training but has not been shared back to the board. The SDC

would like more clarification about the desired outcome of the additional funding opportunities.

- **Goal 9.1:** Evaluate year one of strategic plan implementation and adjust actions as needed. These tactics are ongoing. (Tactics 9.1 & 9.2: complete).
- **Goal 9.2:** Present updated metrics at each board meeting. The updated metrics are presented at the PBWD Board meetings and the Executive Leadership Committee (ELC) meetings. (Tactic 9.1: complete).

SDC Member Jan Davis motioned to adjust the key performance indicators for Goal 2.2 to include developing a training plan to roll out Career Exploration Guides to One-Stop Staff and that the due date for Goal 2.3 be amended to ongoing. SDC Vice-Chair Lisa Elowson seconded.

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

5. One-Stop Operator Update:

One-Stop Operator (OSO) staff member Ashley Sisneros presented the results from participant surveys from the job fairs held at the One-Stops from July to October 2018 and reviewed the results with the SDC. The SDC asked how job fairs are scheduled at the One-Stops. OSO manager Stacey VanEmst said that the business services teams schedule the events. SDC Member Jan Davis asked if the businesses that are at job fairs are aligned with the PBWD Board targeted sectors and the One-Stop Operator replied that the job fairs align as with targeted sectors to the extent they are jobs that the jobseekers are qualified to apply for. SDC Chair Michelle Jameson asked if it's possible to gather educational level information. Stacey VanEmst said it was possible to add questions to the VOS Greeter or to the follow-up survey. The SDC asked the One-Stop Operator for quarterly reports of job fair surveys and VOS Greeter reports.

6. South One-Stop Grand Reopening:

The South One-Stop Center had a Grand Reopening on November 1, 2018 and OSO staff member Ashley Sisneros presented a wrap-up report to the SDC, including information about the speakers who participated in the ribbon cutting and the community resource fair, featuring 24 community-based organizations. 134 people attended the opening and 62 people received a tour of the facility.

7. Matters for Future Discussion:

- Review of Career Exploration Guides.
- Review of the System Partner Referral System pilot-program.

8. Call to the Public & Open Discussion:

OSO staff member Ashley Sisneros announced that the Quarterly Partner meeting would be held on November 15. A System Partner Referral System pilot program will be launched during the Quarterly Partner Meeting.

9. Adjournment:

SDC member Jan Davis motioned to adjourn the meeting at 12:32 p.m., SDC Vice-Chair Lisa Elowson seconded.

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