**Phoenix Business and Workforce Development Board**

**Continuous Improvement Committee**

**Meeting Minutes**

**Phoenix Business and Workforce Development Center**

**302 N. 1st Avenue, 6th Floor, Phoenix AZ 85003-1611**

**August 7, 2019**

**Members Present**

Nick Bielinski

Steven Cramer

Fred Lockhart

Kandi Tillman (by phone)

**City of Phoenix Staff Public**

Kerri Barnes Stacey Van Emst (One-Stop Operator)

Mark Carr

Stan Flowers

LaSetta Hogans (PBWDB Executive Director)

Melissa Magallanez

1. **Call to Order / Roll Call**

Nick Bielinski, Continuous Improvement Committee (CIC) Chairman, called the August 7, 2019, meeting to order at 4:15 p.m. Roll call was completed, and a quorum was present.

1. **Review and approval of CIC Meeting Minutes:**

Fred Lockhart, Ad Hoc Member, motioned to approve the June 6, 2019 Meeting Minutes, Steven Cramer, Vice Chair, seconded the motion. **Motion passed 4:0**

Yes: 4 - Nick Bielinski, Steven Cramer, Fred Lockhart, Kandi Tillman

No: 0

1. **PBWDB Strategic Plan Scorecard Year 3 Goals Review:**

**Goal 9:** Nick Bielinski, Chairman, asked if we have a plan and course of action; he suggested to move 9.1 due date to November 6th.

Motion made by Fred Lockhart, Ad Hoc Member, to make noted changes CIC Scorecard Year Three, Steven Cramer, Board Member, seconded the motion. **Motion passed 4:0**

Yes: 4 - Nick Bielinski, Steven Cramer, Fred Lockhart, Kandi Tillman

No: 0

1. **One-Stop Operator Monthly Reports May and June 2019:**

The committee reviewed the One-Stop Operator report for May and June. Kerri Barnes, Workforce Development Supervisor, reminded the committee about survey data the Committee previously had questions on. Stacey Van Emst, One-Stop Operator, gave some history on process. Starting in June approximately 60 to 100 surveys have been emailed weekly versus bi-weekly to first time customers. Kandi Tillman will research how ASU obtains feedback from students and alumni.

Some other suggestions for improvements include:

* QR code on back of membership cards linking to survey
* Link on resource computers in the Job Centers
* Text message
* Signage at door “Your opinion matters!”
* Sticker acknowledgement
* Thank you emails and reminders through Survey Monkey

The Committee will follow up on improvements and or awareness implementations in October.

1. **Program Year 2018 – Preliminary Performance Data, Adult, Dislocated Worker and Youth Reports:**

Nick Bielinski, CIC Chairman, asked what type of training YMCA Basic Services Contract is doing and if there is anything that the Committee could do to impact their stats. Stan Flowers explained three levels of service: Basic, Individualized, and Training and how previous contracts correlate to the data reported.

Nick Bielinski, CIC Chairman, asked if there is any verbiage around a *not applicable measurement* to be showcased instead of showing red for performance reporting to the Board. Staff suggested to use the verbiage that the State uses, “Sampling size not large enough”.

1. **Metrics – Performance Data**

LaSetta Hogans, Executive Director asked the Committee to think about what they would like to see on a dashboard. Discussion ensued, future Dashboard recommendations by the CIC and Staff include:

* Youth/Adult Dashboard –
  + Service levels
  + Occupational training
  + WEX 20% of funding (Youth only)
* Contracts accountability (not negotiable)
* Contracts forecast
* Ask for Staff suggestions on metrics
* Current customers barriers
* OSO suggested to include Youth Success stories on the monthly report

Nick Bielinski, Chairman, asked if staff could have a draft in October.

1. **PBWDB Committee and Workgroup Report Form:**

LaSetta Hogans, Executive Director, introduced a new form for Committee Chairs and Vice-Chairs to fill out after meetings and send to the Board Liaison and Executive Director.

1. **Matters for Future Discussion:**

* Meeting time

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

None

1. **Adjournment:**

Steven Cramer, CIC Member motioned to adjourn the meeting at 5:15 p.m., Fred Lockhart, seconded, **Motion passed 4:0.**

Yes: 4 - Nick Bielinski, Steven Cramer, Fred Lockhart, Kandi Tillman

No: 0