



## Goal Group #3 Meeting Minutes

**DATE:** Mon November 8, 2021

**TIME:** 2:00pm - 3:00pm MST

**LOCATION:** ONLINE - Until Further Notice

**GROUPS:** Goal Workgroup 3

**REMOTE:** <https://us02web.zoom.us/j/82551268631?pwd=Y3V1U1V5dIVrRGtxV1ISU2YyNWRGQT09>

Meeting ID: 825 5126 8631 Passcode: 755307

### Welcome & Roll Call

Meeting called at 2:01pm

Goal Group #1 Members Present: Susan Aguilar, Liz Harris-Tuck, Tim Tucker, and Richard Wilkie

Goal Group #1 Members Absent: Dr. Jani Attebery, Jack Beveridge

Board Staff Present: Joel Millman, Mariah Cavazos, Moriah Robles

*Quorum was met.*

### Approval/Disapproval of the October 12<sup>th</sup> Meeting Minutes

Tim Tucker moved to approve the October 12, 2021 minutes. Susan Aguilar seconded the motion. Minutes were approved unanimously.

### Purpose and Operations of the Goal Group

Goal Group #3 discussed the importance of the smart tool and screenings. Goal Group #3 will do an asset inventory on physical and virtual services in the County. Goal Group #3 will focus on the following:

1. Establish responsibility for connecting systemic needs to existing systemic resources.
2. Ensure an evidence-based approach to the location of physical job centers.
3. Explore the potential for innovative application of technology and virtual services.

**a. One Stop Operator**

The One Stop Operator discussed working with Pinal County Citizen Contact Center as the contact center will begin to answer calls for the ARIZONA@WORK Pinal County Job center. The One-stop Operator discussed meeting with ARIZONA@WORK Pinal County partners to develop Frequently Asked Questions to prepare the contact center staff for caller's questions. A script has also been developed to be used by contact center staff. The One Stop Operator is also working to simplify the SMART tool and working with partners to redesign the customer flow of the walk-in process at the ARIZONA@WORK Job Center.

**Next Meeting – December 13, 2021**

**Adjourn**

Meeting Adjourned at 3:20pm.