



**Phoenix Business and Workforce Development Full Board
Meeting Minutes
April 13, 2017
9:00 a.m.**

The meeting of the Phoenix Business and Workforce Development (PBWD) Full Board, was held on April 13, 2017, located at the Phoenix Business and Workforce Development Center, 302 N. 1st Avenue, 6th Floor, Phoenix, AZ 85003, pursuant to notice duly given.

Board Members Present:

Audrey Bohanan

Travis Hardin (Chair)

Ali Gamero-Hernandez

Jesus Love

Lorenzo Sierra

Stacie Garlieb

Delbert Hawk

Michelle Jameson

Cindy Parnell

Board Members Absent:

Derek Anderson

Kelley Coats

Jan Davis

Beth Salazar

Frank Armendariz
(Vice-Chair)

Andres Contreras

Darrell Rich

Neely Tubati

Board Members Via Conference Call:

Nick DePorter

Malcolm Green

Donna Pettigrew (joined at 9:31 a.m.)

Steven R. Gonzales, Ed.D.

Keila Llanes

Karen Stafford

City Staff:

Kimberly Cruz

Cynthia Spell Tweh

Melissa Magallanes

Esther Atempa

Laura Whitehead

Sandra Enriquez

Isis Sanchez

Margo Dorrrough

Patricia Arana

Stan Flowers

Michelle Pierson

Guests:

Susan Ciardullo
Karen Lynch

Ad Hoc Member
Arizona Women's Education and Employment,
LLC

Holly Kurts
Jennifer Cruz
Trina Jenkins

Center for the Future of Arizona
Pendergast Elementary School District
Arizona Women's Education and Employment,
LLC

Samantha Hansen
Dustin Panoff
Gina Harper

Friendly House
Valley of the Sun YMCA
Jewish Family and Children's Service

1. Call to Order:

Travis Hardin, Chairman, called the April 13, 2017, Phoenix Business and Workforce Development full board meeting to order at 9:26 a.m. Roll call was completed and a quorum was present.

2. Approval of meeting minutes from March 9, 2017:

A motion to approve the March 9, 2017 minutes was made by Stacie Garlieb, seconded by Cindy Parnell.

Motion passed unanimously.

3. Board Attendance – Volunteer Hours:

This item was continued to the next Board meeting.

Agenda Item #7 was taken out of order and presented

Agenda Item #7 – Arizona Department of Economic Security Process Improvement System Update:

Molly Bright, Deputy Assistant Director, from the Arizona Department of Economic Security, Division of Employment Rehabilitation Services, discussed the Arizona Management System (AMS). The State of Arizona is implementing the AMS to operate as one cohesive enterprise within a professional, results-driven management system that focusses on delivering customer value and vital mission outcomes for citizens. The AMS is based on principles of Lean management, every state employee at every level now reflects daily on how they perform, while always seeking a better way. Employees are being trained to use tools for data-

driven decision-making and disciplined problem solving, which afford them greater creativity and control while expanding their capacity to do better for the citizens we serve.

With the Governor setting this direction it is setting an enterprise wide approach across all executive branch agencies (i.e. Arizona Department of Economic Security, Office of Economic Opportunities, Department of Health Services, and Department of Corrections) all are engaged in learning about the AMS. This system is customer-centered and enhances colleague engagement, builds team problem-solving, aligns all work with the true north, continuous improvement, and increases capacity by eliminating waste. There have been noticeable success and dramatic increase improvement in a short period of time, in project specific activities they have implemented with this system.

There have been three pilots deployed as a Department that are learning laboratories. The Division of Benefits and Medical Eligibility, Division of Developmental Disabilities, and ARIZONA@WORK Pinal County. The pilot started with value stream mapping, metrics huddles and problem-solving, visual management, standard work, and leader standard work. This process helps to identify how to be more effective, what are the barriers' and impact, have a success board or outcomes, ways to better communicate and increase efficiency. Board member Ali Gamero-Hernandez is a part of the pilot program taking place at the ARIZONA@WORK Pinal County, Casa Grande site. She welcomed board members to take a field trip to Casa Grande to view and understand how the pilot program is working.

4. Board Membership Application Review and Approval:

Chairman Travis Hardin directed the board to review the application for Anthony "Tony" Gauthier. Board member Delbert Hawk spoke positively on behalf of the applicant and his potential to be a successful Board Member if approved.

A motion to approve the Board Membership Application for Anthony (Tony) Gauthier was made by Stacie Garlieb, seconded by Lorenzo Sierra.

Motion passed unanimously.

- **Board Membership Re-Appointments:**

Chairman Travis Hardin discussed the Board Reappointments. Four Board Members are being recommended for reappointment. The Board Members are: Kelly Coats with Arizona Public Service, Delbert Hawk with IBEW Local Union 640,

Jeff Holly with SMART Local Union 359, and Jesus Love with Literacy Volunteer of Maricopa County.

Effective June 30, 2017, two of the Board Members, Donna Pettigrew and Darrell Rich, are not eligible for re-appointment due to meeting the term limit maximum. Three Board Members have elected not to enter another term on the Board. The Board Members are: Neely Tubati with Culture Connective, Cindy Parnell with Arizona State University, and Dr. Steven Gonzales with Gateway Community College. Chairman Travis Hardin thanked the Board Members for their service.

A motion to approve the Reappointments as listed, to stay in compliance with the Workforce Innovation and Opportunity Act (WIOA) regulations, was made by Audrey Bohanan, seconded by Stacie Garlieb.

Motion passed unanimously.

- **Board Vacancy Updates:**

Chairman Travis Hardin discussed the board vacancies must be filled within 90 days of vacancy to stay in compliance with the WIOA regulations. There will be five vacancies to be filled in Business, Business/Financial Services, Business/Information Technology, Higher Education and Community Colleges. Board Members will need to send recommendations for filling board vacancies to the Board Liaison.

5A. Adult Development (Basic Career) Services Contract Approval:

Stan Flowers discussed the Adult Development (Basic Career) Services Contract. The Finance Department now manages the procurement process with the assistance of program staff on the scope of work and subject matter experts. , The procurement for Basic Career Services was to identify agencies that can provide procurement basic job search for individuals ready to go to work. There were four proposals received and the evaluation panel recommended awards to: **Valley of the Sun YMCA** in the amount of \$100,000, and **Arizona Women's Education and Employment, Inc. (AWEE)** in the amount of \$75,000.

A motion to approve agenda item 5A the Adult Development (Basic Career) Services Contract as the RFP panel recommended, Valley of the Sun YMCA in the amount of \$100,000 and Arizona Women's Education and Employment Inc., in the amount of \$75,000 was made by Stacie Garlieb, seconded by Karen Stafford.

Motion passed unanimously.

5B. Workplace Readiness Career Training Contract:

Stan Flowers discussed the Workplace Readiness Career Training Contract. A procurement process was completed for this contract. Eight proposals were received. The Workplace Readiness Career Training Contract is a one day training of soft skills development and expectations in the work place. The evaluation panel recommends **AVID Consulting LLC, in the amount of \$57,600 annually.**

A motion to approve agenda item 5B the Workplace Readiness Career Training Contract as recommended to AVID Consulting LLC, in the amount of \$57,600 was made by Stacie Garlieb, seconded by Ali Gamero-Hernandez.

Motion passed unanimously.

6. Title II Grant Application Board Response:

Board Member Audrey Bohanan and Board Member Stacie Garlieb participated in the review of the applications for the Title II Grant Application process. Six applications were reviewed and all six provided a strong description of their ability to deliver services as identified. Ms. Bohanan and Ms. Garlieb are recommending the comments from the PBWD Board as required for the six applications to be submitted to the Arizona Department of Education.

A motion to approve the Title II Grant Application review comments as submitted on behalf of the Phoenix Business and Workforce Development Board to the Arizona Department of Education was made by Delbert Hawk, seconded by Lorenzo Sierra.

Motion passed 14 to 1.

Board Member Jesus Love sustained from voting on this item due to his organization applying for Title II Grant funding.

8. Center for the Future of Arizona (CFA) Retailworks AZ Initiative:

Holly Kurtz, Director, Center for the Future of Arizona (CFA) presented Retail Works AZ, which is a Retail Sector Initiative. Ms. Kurtz presented the mission of CFA as “CFA was created to help Arizona define and shape its future through an action-oriented agenda that focuses on issues critical to the state”.

Walmart has funded a two-year grant to strengthen the retail sector. Arizona Commerce Authority conducted a Landscape Analysis to find out how important retail is in Phoenix and Maricopa County, the results identified retail as one of the top three sectors. Youth employed in retail can build transformable skills to other areas.

9. Committee Updates:

- **Service Delivery – VOS Greeter**

Stan Flowers discussed the implementation of the Lobby Management Tool (LMT) to two of the American Job Centers. This system will track the statistics of clients seen through each center and the supervisors for each center will be able to generate data from the information collected by the LMT. The use of this system, has eliminated the need for paper.

- **Business Engagement – Ambassador Program**

Board Member Lorenzo Sierra encouraged the Board to share information on the Phoenix Business and Workforce Development Board and the benefits to ARIZONA@WORK City of Phoenix. Materials will be forwarded from the Board Liaison regarding the Workforce Innovation and Opportunity Act program. All Board Members should commit to sharing information about ARIZONA@WORK City of Phoenix to businesses and job seekers at meetings they are presenting to.

In addition, on Tuesday, April 25, 2017, 8:00 a.m., the Business Engagement Team will hold a panel discussion at Phoenix Business and Workforce Development Center, with senior Human Resource individuals from within the community. The event “Bagels and Business” will be led by Board Member Audrey Bohanan.

- **Continuous Improvement – Ambassador Activity Tracker Discussion**

Board member Audrey Bohanan discussed the use of a simple template to track when information is shared regarding the PBWD Board and ARIZONA@WORK City of Phoenix benefits. An email will be forwarded to board members to share the draft of the Activity Tracker and discuss questions at next full board meeting. The tracker will be used to track information provided in person or through social media and help market the ARIZONA@WORK City of Phoenix program.

10. Board Development Survey

This item was continued to the next Board Meeting.

11. Matters for future discussion:

Agenda items #3, Board Attendance/Volunteer Hours and #10, Board Development Survey will be continued to the next board meeting.

12. Call to the Public and Announcements:

Cynthia Spell Tweh briefly discussed the visit/tour of the San Diego Workforce Partnership and Flip the Script Conference in San Diego that staff attended. San Diego Workforce Partnership is doing phenomenal work with youth. The next board meeting will be focused on Youth and staff will provide a presentation and report to the board on the Conference and the other concepts learned while in San Diego.

13. Adjournment:

A motion to adjourn the meeting was made at 10:54 a.m. by Stacie Garlieb and seconded by Michelle Jameson.

All were in favor and the meeting adjourned.