**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**

**September 4, 2019**

**Members Present**

Nick Bielinski

Steven Cramer

Delbert Hawk (by phone)

Fred Lockhart (by phone)

Jan Davis (by phone)

**City of Phoenix Staff Public**

Kerri Barnes Stacey Van Emst (One-Stop Operator)

Christina Edwards

LaSetta Hogans (PBWDB Executive Director)

Melissa Magallanez

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

Nick Bielinski, Continuous Improvement Committee (CIC) Chairman, called the September 4, 2019, meeting to order at 4:00 p.m. Roll call was completed, and a quorum was present.

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

Steven Cramer, Vice-chair, motioned to approve the August 7, 2019 Meeting Minutes, Delbert Hawk, CIC Member, seconded the motion. **Motion passed 4:0**

Yes: 4- Nick Bielinski, Steven Cramer, Delbert Hawk, Fred Lockhart

No: 0

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

Nick Bielinski, Chairman, gave a brief overview of previous discussion for items 6.1 and 6.2.

Jan Davis joined the meeting at 4:09.

Staff gave an update on surveys and questions for the Board, Business Member and Staff surveys to be issued soon.

LaSetta Hogans, Executive to the Board, asked what the goal of the staff survey is? Steven Cramer, Vice-Chairman, added that the staff survey questions are human resource related. Nick Bielinski, Chairman, answered, “Is a platform to make sure we aren’t missing anything.”

Nick Bielinski, Chairman, suggested changing Goal 6 to “Coordinate Consistent Internal and External Communications?”

Staff read Board survey questions. Committee members suggested to remove survey questions two and to split six into two questions.

Recommended Survey Questions

* How does a customer benefit from the value you bring to ARIZONA@WORK?
* What has been a successful initiative or project you have worked on that impact customers?
* What are the current roadblocks for ARIZONA@WORK City of Phoenix?
* What tools would enable you to better serve our customers?
* What three items could the Board accomplish to positively affect your job?

Motion made by Jan Davis, CIC Member, to eliminate 8.2 on CIC Scorecard Year Three, Steven Cramer, CIC Vice-Chair, seconded the motion. **Motion passed 5:0**

Yes: 5- Nick Bielinski, Steven Cramer, Jan Davis, Delbert Hawk, Fred Lockhart

No: 0

1. **One-Stop Operator Monthly Reports July 2019:**

The committee reviewed the One-Stop Operator report for July 2019. The CIC discussed results of first-time customer surveys. The surveys are sent within three days of hiring events. Numerical values are reflected versus percentages.

The One-Stop Operator staff requested the survey be attached to computers in the resource room so visitors may complete the survey before they leave.

1. **Meeting Time:**

The CIC Committee is content with the current meeting time of 4:00 pm on the first Wednesday of the month.

Motion made by Jan Davis, CIC Member, to keep the current meeting time, Fred Lockhart, Ad Hoc Member, seconded the motion. **Motion passed 5:0**

Yes: 5- Nick Bielinski, Steven Cramer, Jan Davis, Delbert Hawk, Fred Lockhart

No: 0

1. **Matters for Future Discussion:**

None

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

None

1. **Adjournment:**

Steven Cramer, CIC Vice-Chair motioned to adjourn the meeting at 5:04 p.m., Jan Davis, seconded, **Motion passed 5:0.**

Yes: 5- Nick Bielinski, Steven Cramer, Jan Davis, Delbert Hawk, Fred Lockhart

No: 0