

**Phoenix Business and Workforce Development Board**

**Continuous Improvement Committee**

**Meeting Minutes**

**Phoenix Business and Workforce Development Center**

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

**June 5, 2019**

**Members Present Members Absent**

Audrey Bohanan Derek Anderson

Nick Bielinski

Fred Lockhart (via teleconference)

Kandi Tillman

Beth Salazar

**City of Phoenix Staff**

Kerri Barnes

Christina Edwards

LaSetta Hogans

Melissa Magallanez

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

Audrey Bohanan, Continuous Improvement Committee (CIC) Chair, called the June 5, 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:**

Nick Bielinski, Committee Vice Chari, motioned to approve the May 1, 2019 Meeting Minutes, Fred Lockhart, Ad Hoc Committee Member, seconded the motion. **Motion passed 4:0**

Yes: 4 - Audrey Bohannan, Nick Bielinski, Fred Lockhart, Beth Salazar,

No: 0

Absent: 1- Derek Anderson, Kandi Tillman

1. **Strategic Scorecard for the Committee Year 3 Goals:**

Updates include:

Goal 6: Strategy 1 - Identify and address issues and share positive trends and successful outcomes.

Action 6.1 - Board member participation at Quarterly Partner meetings to ensure continuous communication and improvement.

Measure of Progress – Regular updates to the Board, reflected in OSO Monthly Report

Action 6.2 – Administer Surveys to solicit feedback from staff, partners, and customers for continuous improvement of the system

Goal 8.1: Develop process to evaluate Board Support staffing needs

Action 8.2 – Define a process for the board/committees to ask for additional staff which will be documented in shared local governance agreement

Measure of Progress – review of agreement

Goal 8.2 – Continue monthly Adult, Dislocated Worker and Youth providers professional development based on survey response, allowing partner staff to attend.

Goal 9, Strategy 2 Due Date: December 31, 2019, Persons Responsible: Career Services

The Committee discussed what metrics should be included in reporting and how should the information be utilized. Cost, service goals, number serving, enrollments, and outcomes. Audrey Bohanan, Committee Chairwoman, asked if subrecipients are off target or not meeting deliverables. LaSetta added, that the same metrics could be applied to ETPL providers. LaSetta informed the Committee that the State is working on employer metrics.

Beth Salazar made a motion to accept all changes, Fred Lockhart seconded the motion. Motion passed 5-0.

Yes: 5 - Audrey Bohannan, Nick Bielinski, Fred Lockhart, Beth Salazar, Kandi Tillman

No: 0

Absent: 1- Derek Anderson

1. **One-Stop Operator Monthly Reports**

The One-Stop Operator March monthly report was reviewed by the committee. Results shown are for first time visitors and numbers are cumulative from July 1, 2018 to date. Staff will follow up with the One-Stop Operator on questions from the committee.

1. **Program Year 2018 – Partial Performance Report:**
2. **Matters for Future Discussion:**

None

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

Fred Lockhart, motioned to adjourn the meeting at 5:05 p.m., Nick Bielinski, seconded, **Motion passed 5:0.**

Yes: 5 - Audrey Bohannan, Nick Bielinski, Fred Lockhart, Beth Salazar, Kandi Tillman

No: 0

Absent: 1- Derek Anderson