



BUSINESS SERVICES COMMITTEE

Tuesday, April 13, 2021, 3:30 pm

www.work2future.org

COVID-19 NOTICE

Consistent with the California Governor's Executive Order No. N-29-20, Resolution No. 79450 from the City of San José, and the Santa Clara County Health Officer's March 16, 2020 Shelter in Place Order, the meeting will not be physically open to the public. Committee members will participate from remote locations.

Members of the public can observe the meeting by computer, smartphone and smart tablet at <https://zoom.us/j/98118983017?pwd=QmZHbkRMMFNZZG1MUVJpVElhejl0QT09>

To submit written Public Comment *before* the committee meeting: Send by e-mail to Lawrence.Thoo@sanjoseca.gov by 9:30 am the day of the meeting. The e-mails will be posted with the Agenda as "Letters from the Public". Please identify the Agenda Item Number in the subject line of your email.

To submit written Public Comment *during* the meeting: Send e-mail during the meeting to Kathryn.Azevedo@sanjoseca.gov, identifying the Agenda Item Number in the e-mail subject line, to have the comments verbally read into the record, with a maximum of 250 words, which corresponds to approximately 2 minutes per individual comment, subject to the Chair's discretion. Comments received after the agenda item is heard but before the close of the meeting will be included as a part of the meeting record but will not be read into the record.

To provide Spoken Public Comment *during* the meeting:

a) **Phone** (669) 900-9128, Meeting ID 981 1898 3017. **Press *9** to Raise a Hand to let the Chair know that you'd like to speak. **Press *6** to Mute and Unmute yourself.

b) **Online** using the [Zoom link](#) above: 1) Use an up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. Mute all other audio before speaking. Using multiple devices can cause audio feedback. 2) Enter an email address and name. The name will be visible online and will be used to notify you that it is your turn to speak. 3) When the Chair calls for the Agenda Item to which you wish to speak, click on the "Raise Hand" icon or command. Speakers will be notified shortly before they are called on to speak.

Please limit remarks to the time limit allotted by the meeting chair, usually two minutes.

BUSINESS SERVICES COMMITTEE

MEMBERS | 2021

George Chao, *Chair*

Manager, Advanced & Clean Tech Manufacturing
Manex

Rajiv Batra

Associate General Counsel
Fundbox

Joe Flynn

Business Development Consultant

Blanca Gomez

Vice President and Community Development Manager
Wells Fargo

Susan Koepp-Baker

Principal
Enviro-Tech Services

Emily McGrath

Director of Workforce Development, Education and Training
NextFlex

Priya Smith, MPH

Medical Group Administrator, The Permanente Medical Group
Kaiser Permanente, San Jose

Alan Takahashi

Senior Vice President and General Manager, Multifunction Microwave Solutions
Cobham Advanced Electronic Solutions (CAES)

BUSINESS SERVICES COMMITTEE

April 13, 2021

3:30 pm

MEETING AGENDA

- | | | |
|-------------|---|--------------------|
| I. | CALL TO ORDER & ROLL CALL | <i>5 min</i> |
| | | <i>3:35 pm end</i> |
| II. | OPENING REMARKS | <i>5 min</i> |
| | <i>Committee Chair George Chao</i> | <i>3:40 pm end</i> |
| III. | PUBLIC COMMENT | <i>5 min</i> |
| | Members of the public are able to address the committee on matters not on the agenda | <i>3:45 pm end</i> |
| IV. | OLD BUSINESS | |
| | A. Minutes Approval {Action} | <i>5 min</i> |
| | Approve minutes of the March 9, 2021 Business Services Committee meeting | <i>3:50 pm end</i> |
| V. | NEW BUSINESS | |
| | A. Staff Reports {Discussion} | <i>10 min</i> |
| | Staff reports on various matters of interest to the committee | <i>4:00 pm end</i> |
| | B. Workforce Development in an Era of Automation, AI and COVID-19 {Discussion} | <i>10 min</i> |
| | Consultant progress report and request to schedule interviews with committee members | <i>4:10 pm end</i> |
| | C. Committee Workplan {Action} | <i>20 min</i> |
| | Outline of a potential workplan for committee discussion and possible action. | <i>4:30 pm end</i> |
| VI. | OTHER | |
| | Announcements, suggested business for future meetings, other housekeeping | |
| VII. | ADJOURNMENT | |

Please note: *Times to the right of agenda items are estimates only of the duration of the item and its approximate ending time. Actual times may vary, and items may be taken out of order at the discretion of the chair.*

CITY OF SAN JOSE CODE OF CONDUCT FOR PUBLIC MEETINGS

The Code of Conduct is intended to promote open meetings that welcome debate of public policy issues being discussed by the City Council, its Committees, and City Boards and Commissions in an atmosphere of fairness, courtesy, and respect for differing points of view.

Novel Coronavirus (COVID-19) Precautions

Consistent with the California Governor's Executive Order No. N-29-20, Resolution No. 79450 from the City of San José and the Santa Clara County Health Officer's March 16, 2020 Shelter in Place Order, the meeting will not be physically open to the public. Instead, the meeting will be conducted via video teleconference open to the public. The Code of Conduct will apply to the extent possible in a video teleconference setting.

1. Public Meeting Decorum:
 - a. Persons in the audience will refrain from behavior which will disrupt the public meeting. This will include making loud noises, clapping, shouting, booing, hissing or engaging in any other activity in a manner that disturbs, disrupts or impedes the orderly conduct of the meeting.
 - b. Persons in the audience will refrain from creating, provoking or participating in any type of disturbance involving unwelcome physical contact.
 - c. Persons in the audience will refrain from using cellular phones and/or pagers while the meeting is in session.
 - d. Appropriate attire, including shoes and shirts are always required in the meeting room.
 - e. Persons in the audience will not place their feet on the seats in front of them.
 - f. No food, drink (other than bottled water with a cap) or chewing gum will be allowed in the meeting room, except as otherwise pre-approved by City staff.
 - g. All persons entering the meeting room, including their bags, purses, briefcases and similar belongings, may be subject to search for weapons and other dangerous materials.
2. Signs, Objects or Symbolic Material:
 - a. Objects and symbolic materials, such as signs or banners, will be allowed in the meeting room, with the following restrictions:
 - i. No objects will be larger than 2 feet by 3 feet.
 - ii. No sticks, posts, poles or other such items will be attached to the signs or other symbolic materials.
 - iii. The items cannot create a building maintenance problem or a fire or safety hazard.
 - b. Persons with objects and symbolic materials such as signs must remain seated when displaying them and must not raise the items above shoulder level, obstruct the view or passage of other attendees, or otherwise disturb the business of the meeting.
 - c. Objects that are deemed a threat to persons at the meeting or the facility infrastructure are not allowed. City staff is authorized to remove items and/or individuals from the meeting room if a threat exists or is perceived to exist. Prohibited items include, but are not limited to: firearms (including replicas and antiques), toy guns, explosive material, and ammunition; knives and other edged weapons; illegal drugs and drug paraphernalia; laser pointers, scissors, razors, scalpels, box cutting knives, and other cutting tools;

letter openers, corkscrews, can openers with points, knitting needles, and hooks; hairspray, pepper spray, and aerosol containers; tools; glass containers; and large backpacks and suitcases that contain items unrelated to the meeting.

3. Addressing the Board or Committee:

- a. Persons wishing to speak on an agenda item or during open forum are requested to complete a speaker card and submit the card to the administrative staff at the meeting.
- b. Meeting attendees are usually given two (2) minutes to speak on any agenda item and/or during open forum; the time limit is in the discretion of the Chair of the meeting and may be limited when appropriate. Applicants and appellants in land use matters are usually given more time to speak.
- c. Speakers should discuss topics related to work2future business on the agenda, unless they are speaking during open forum.
- d. Speakers' comments should be addressed to the full body. Requests to engage Board or Committee Members or Staff in conversation will not be honored. Abusive language is inappropriate.
- e. Speakers will not bring to the podium any items other than a prepared written statement, writing materials, or objects that have been inspected by security staff.
- f. If an individual wishes to submit written information, he or she may give it to the administrative staff at the meeting.
- g. Speakers and any other members of the public will not approach the dais at any time without prior consent from the Chair of the meeting.

Failure to comply with this Code of Conduct which will disturb, disrupt or impede the orderly conduct of the meeting may result in removal from the meeting and/or possible arrest.

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at work2future's Business and Administrative Services Center at the Almaden Winery Community Center, 5730 Chambertin Drive, San Jose, California at the same time that the public records are distributed or made available to the legislative body.

I.

**Call to Order &
Roll Call**

II.

Opening Remarks



Public Comment

IV.A.

Minutes Approval

[Action]

BUSINESS SERVICES COMMITTEE

March 9, 2021

3:30 pm

MINUTES

Staff: Azevedo, Sanchez, Thoo, Tran, Woodworth
Guest: Vinz Koller, Social Policy Research Associates

I. CALL TO ORDER & ROLL CALL

Chair Chao called the Zoom meeting to order at 3:31 pm

Roll Call

Present: Chao, Koepp-Baker, McGrath, Smith, Takahashi

Arrived post Roll Call: Batra (3:34 pm), Flynn (3:39)

Absent: Gomez

II. OPENING REMARKS

Chair Chao remarked on the goals of the meeting.

III. PUBLIC COMMENT

None

IV. OLD BUSINESS

A. Minutes Approval

ACTION: Ms. Koepp-Baker moved, Ms. Smith seconded, and the committee unanimously approved by show of hands the minutes of the February 9, 2021 Business Services Committee meeting.

V. NEW BUSINESS

A. Staff Reports

Staff reported on various matters of interest to the committee, including layoff response activity since the committee's February meeting (Fairmont Hotel, TWU), the February 11 career fair, the Evolve Manufacturing-Ohlone College Earn-and-Learn pilot project, a new Facebook digital marketing training and work experience project, a grant application to the Workforce Accelerator Fund, and the required Regional Plan and Local Plan public comment period. In addition, Vinz Koller, Senior Strategist at Social Policy Research Associates, reported on the resumption of the Future of Work research/recommendations project.

B. Committee Workplan

Chair Chao led the committee in a discussion to establish areas of focus and priorities for the committee's workplan. Staff reminded the committee that they were provided supplemental reference material for this discussion. Members discussed the challenges they've continued to grapple with in finding skilled talent and some of the pipeline challenges they anticipate, e.g., LVNs and certain technologists in healthcare, technicians in manufacturing, and also discussed more broadly how work2future might respond to the needs of the business community.

VI. OTHER

Participation opportunities for committee members in the Future of Work project.

VII. ADJOURNMENT

Chair Chao adjourned the meeting at 4:33 pm.

Draft minutes prepared by L. Thoo

DRAFT

V.A.

Staff Reports

[Discussion]

STAFF REPORTS

Staff will provide brief updates on various matters of interest to the committee, including, without limitation:

- Layoff activities since the March Business Services Committee meeting.
- Status of the Evolve Manufacturing Earn-and-Learn Pilot Project
- Facebook Internships Project
- Small Business Survey

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V.B.

Workforce Development in an
Era of Automation, Artificial
Intelligence and COVID-19

[Discussion]

WORKFORCE DEVELOPMENT IN AN ERA OF AUTOMATION, AI AND COVID-19

Emily Rosenberg, representing the consulting team from Social Policy Research Associates, will provide a brief progress report on work2future's Future of Work project and engage Business Services Committee members to schedule a limited number of one-on-one interviews.

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V.C.

Committee Workplan

[Action]

BUSINESS SERVICES COMMITTEE WORKPLAN

Staff will host a presentation by Renee Pierce, senior economic development specialist with the state's Employment Training Panel, and will outline for the Committee's consideration a proposed 2021 workplan for the Business Services Committee, including, without limitation:

- Development of business intelligence
- Effective employer engagement
- Improvement of recruiting services for employers
- New product development
- Incumbent worker training
- Future of Work—Automation, Artificial Intelligence, COVID-19

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VI.

Other

VII.

Adjournment