



BUSINESS SERVICES COMMITTEE

Tuesday, May 11, 2021, 3:00 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

Social Impact and Innovation
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

May 11, 2021

3:00 pm

MEETING AGENDA

- | | | |
|-------------|---|--------------------|
| I. | CALL TO ORDER & ROLL CALL | <i>5 min</i> |
| | | <i>3:05 pm end</i> |
| II. | OPENING REMARKS | <i>5 min</i> |
| | <i>Committee Chair George Chao</i> | <i>3:10 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>3:15 pm end</i> |
| IV. | BUSINESS | |
| | A. Minutes Approval {Action} | <i>5 min</i> |
| | Approve minutes of the April 13, 2021 Business Services Committee meeting | <i>3:20 pm end</i> |
| | B. Business Intelligence: Automation AI COVID-19 and the Future of Work {Discussion} | <i>35 min</i> |
| | | <i>3:55 pm end</i> |
| | The Social Policy Research Associates team will preview findings and potential recommendations for improving work2future's response to challenges faced by South Bay communities underrepresented in mid- and high-wage occupations and careers, which have been amplified by the COVID-19 pandemic and its effects on already existing trends in automation and artificial intelligence. | |
| | C. Committee Workplan {Discussion} | <i>30 min</i> |
| | 1. Staff Reports: Business Intelligence, Employer Engagement, Services | <i>4:25 pm end</i> |
| | 2. Schedule workplan items for future discussion and possible action | |
| | D. Other Staff Reports {Discussion} | <i>5 min</i> |
| | Various matters of interest | <i>4:30 pm end</i> |
| V. | OTHER | |
| | Announcements, suggested business for future meetings, other housekeeping | |
| VI. | 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

**April 13, 2021
3:30 pm**

MINUTES

Staff: Azevedo, Thoo, Tran, Woodworth

Guests: Emily Rosenberg, Social Policy Research Associates; Renee Pierce, Senior Economic Development Analyst.
State of California, Employment Training Panel (ETP)

I. CALL TO ORDER & ROLL CALL

Chair Chao called the Zoom meeting to order at 3:34 pm

Roll Call

Present: Chao, Flynn, McGrath (left at 4:30pm), Smith (left at 4:34pm), Takahashi

Arrived post Roll Call: Batra (3:38 pm)

Absent: Gomez, Koepp-Baker

II. OPENING REMARKS

Chair Chao remarked on the goals of the meeting.

III. PUBLIC COMMENT

None

IV. OLD BUSINESS

A. Minutes Approval

ACTION: Mr. Flynn moved, Mr. Takahashi seconded, and the committee unanimously approved by show of hands the minutes of the March 9, 2021 Business Services Committee meeting.

V. NEW BUSINESS

A. Staff Reports

Staff reported on various matters of interest to the committee, including reduction in layoff response activity since the committee's March meeting (one WARN only), the upcoming joint career fair with San Jose City College on April 28, 29, & 30, the upcoming Evolve Manufacturing-Ohlone College Earn-and-Learn pilot project "graduation" for 22 participants, most of whom will be staying on as employees, and the 19 employers signed up for the Facebook digital marketing training and work experience project. They also reported on preliminary findings from a survey of the impact of COVID pandemic on minority businesses being conducted by the Latino Business Association and the City of San Jose. Strategic Engagement Manager Thoo also reported on a new recession-relief jobs program known as Resilience Corps, which was proposed by San Jose Mayor Sam Liccardo in the Mayor's March Budget Message.

B. Workforce Development in an Era of Automation, AI and COVID-19

Ms. Emily Rosenberg, Social Policy Research Associates (SPRA), reported on research thus far to better understand the impacts of the COVID-19 pandemic on the local workforce and economy. Recent additions included interviews with representatives of the Small Business Development Center, Latino Business Foundation, other intermediary organizations engaged with Vietnamese

businesses, other small businesses, San Jose State University and Santa Clara University SPRA hopes to have most of this research done by mid-May before the San Jose City Council has its budget study sessions. Ms. Rosenberg also scheduled interviews with each of the committee members in attendance to better understand their industry sectors.

C. Committee Workplan

Chair Chao led the committee in a discussion to establish areas of focus and priorities for the committee's workplan. Committee members agreed that the focal areas of the workplan should include business intelligence, employer engagement, recruiting services and Product/Service development. Mr. Thoo introduced Ms. Renee Pierce of the state Employment Training Panel (ETP) who discussed low-cost employee training support available to employers and the Panel's interest in improving access for small and medium sized businesses through the use of multiple employer contracts with intermediary organizations like workforce boards. Mr. Thoo noted that ETP resources might enhance work2future's capacity to support incumbent worker training. Committee members began discussion of mapping out a timeline and goals to accomplish this calendar year. They also decided that an email would be sent asking committee members to agree to monthly 90-minute meetings instead of 60-minute meetings.

D. OTHER

Chair Chao announced that the Business Services Committee needs new non-board members per WIOA and work2future bylaws. Suggestions should be forwarded to Mr. Thoo.

VI. ADJOURNMENT

Chair Chao adjourned the meeting at 4:43 pm.

Draft minutes prepared by K. Azevedo, reviewed by L. Thoo

IV.B

Business Intelligence: Automation | AI | COVID-19 | and the Future of Work

[Discussion]

Automation | AI | COVID-19 and the Future of Work

Work Plan Section: Business Intelligence

As it did throughout the nation, the COVID-19 pandemic set off a recession in Santa Clara County unlike any other experienced by the American economy since at least the Great Depression, plunging the local economy in two months from an unemployment rate of 2.5% in February 2019 to 12.2% in April. The decline in employment was greater and more sudden than during either the Dot-Com Bust of 2001 or the Great Recession of late 2007–2009. While early job losses occurred across nearly all sectors following stay-at-home orders to manage the pandemic, the county's Leisure and Hospitality Sector took an especially hard hit, losing about half of more than 100,000 mostly low-wage jobs between February and April.

Social Policy Research Associates (SPR) consultants, led by Senior Strategist for Capacity Building Vinz Koller, are developing recommendations for strategic and operational changes to position work2future to better serve the community as the economy recovers from the depths of the COVID-19 recession. The SPR team will present a preview of its findings, spotlighting challenges faced by Santa Clara County communities overrepresented in low-wage occupations and underrepresented in mid- and high-wage occupations and careers, communities that have also borne the brunt of the pandemic's negative health and economic impact.

The SPR team will share for the committee's discussion and feedback their potential recommendations for improving work2future's ability to support individuals from underrepresented communities in the quest to support themselves and their families in this high-cost region through good jobs and microbusiness opportunities.

The team has sought to account for both the overall effects of COVID-19 on the economy, as well as its amplification of already existing trends in automation and artificial intelligence (AI) in the regional economy.

Discussion with the Business Services Committee will help inform and refine the SPR team's report to the work2future Board, which is planned for the Board's June 17 meeting.

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IV.C

Committee Workplan

[Discussion]

COMMITTEE WORKPLAN: STAFF REPORTS

Staff will report briefly on the following matters related to the committee work plan:

- Business Intelligence
 - Recent layoff activity
- Employer Engagement
 - Facebook Fellowships Digital Marketing
 - Status of Resilience Corps proposal
- Services
 - Initial results of April 28–30 Virtual Job Fair in partnership with San Jose City College
 - South County Job Fair ~ June 16

Staff may report on additional matters, as well.

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COMMITTEE WORK PLAN: SCHEDULE

Staff will present for the committee's consideration a proposed schedule for the presentation, discussion of and possible action on various work plan items.

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IV.D

Other Staff Reports

[Discussion]

OTHER STAFF REPORTS

Staff will provide brief reports on various matters of interest, including, without limitation:

- New discretionary grants awarded to work2future
- Status of in-person services at the San Jose Job Center
- Potential relocation of the San Jose Job Center

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V.

Other

VI.

Adjournment