



## BUSINESS SERVICES COMMITTEE

Tuesday, February 8, 2022, 3:00 pm

[www.work2future.org](http://www.work2future.org)

### COVID-19 NOTICE

Consistent with AB 361 and City of San Jose Resolution Nos. 79485, 80237, 80266, 80290, 80323, and 80343, this meeting will not be physically open to the public. Committee members will be teleconferencing from remote locations.

Members of the public can observe the meeting by computer, smartphone and smart tablet at <https://zoom.us/j/97508905288?pwd=Y0lDNng3YURaQWY5dGFNeUFRWE1NUT09>

To provide Spoken Public Comment *during* the meeting:

a) **Phone** (669) 900-9128, Meeting ID 975 0890 5288, Passcode: 643254. **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.

To submit written Public Comment *before* the committee meeting: Send by e-mail to [Meredith.Studebaker@sanjoseca.gov](mailto:Meredith.Studebaker@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 [Lawrence.Thoo@sanjoseca.gov](mailto:Lawrence.Thoo@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.

## BUSINESS SERVICES COMMITTEE

### MEMBERS | 2022

George Chao, *Chair*

Manager, Advanced & Clean Tech Manufacturing  
Manex

Blanca Gomez

Social Impact and Innovation  
Wells Fargo

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  
CAES

Karamjit Taunk\*

Senior Manager, Technical Training, National Service Center West  
Olympus Surgical Technologies America

*ex officio*

Susan Koepp-Baker

Principal  
Enviro-Tech Services

\*Non-work2future Board member

**BUSINESS SERVICES COMMITTEE**

**February 8, 2022**

**3:00 pm**

**MEETING AGENDA**

- |             |  |                    |
|-------------|--|--------------------|
| <b>I.</b>   | <b>CALL TO ORDER &amp; ROLL CALL</b>   | <i>5 min</i>       |
|             |  | <i>3:05 pm end</i> |
| <b>II.</b>  | <b>OPEN FORUM</b>  | <i>5 min</i>       |
|             | Members of the public are able to address the committee on matters not on the agenda | <i>3:10 pm end</i> |
| <b>III.</b> | <b>BUSINESS</b>  |                    |
|             | <b>A. Minutes Approval {Action}</b>  | <i>5 min</i>       |
|             | Approve minutes of the December 14, 2021, Business Services Committee meeting        | <i>3:15 pm end</i> |
|             | <b>B. Employer Engagement</b>  | <i>15 min</i>      |
|             | <i>Staff reports and discussion, including without limitation</i>                    | <i>3:30 pm end</i> |
|             | 1. Facebook and Resilience Corps Digital Marketing Internship Updates                |                    |
|             | <i>Nguyen Pham, Analyst</i>  |                    |
|             | 2. QuantumScape Update   |                    |
|             | <i>Nakisa Hupman, Senior Business Services Specialist</i>                            |                    |
|             | 3. Skillful Talent Workshops   |                    |
|             | <i>Huong Tran, Analyst; Nakisa Hupman, Snr Business Services Specialist</i>          |                    |
|             | 4. Regional Medical Center   |                    |
|             | <i>Lawrence Thoo, Strategic Engagement Manager</i>                                   |                    |
|             | 5. Other   |                    |
|             | <b>C. Services</b>   | <i>20 min</i>      |
|             | <i>Staff reports and discussion, including without limitation</i>                    | <i>3:50 pm end</i> |
|             | 1. Job Fairs   |                    |
|             | <i>Huong Tran, Analyst</i>   |                    |
|             | 2. WAF 9.0 Career Accelerator Pilot #1 Reboot  |                    |
|             | <i>Nakisa Hupman, Snr Business Services Specialist</i>                               |                    |
|             | 3. Incumbent Worker Training   |                    |
|             | <i>Lawrence Thoo, Strategic Engagement Manager</i>                                   |                    |
|             | <b>D. Business Intelligence</b>  | <i>10 min</i>      |
|             | <i>Staff reports and discussion, including without limitation</i>                    | <i>4:00 pm end</i> |
|             | 1. Rapid Response Updates  |                    |
|             | <i>Huong Tran, Analyst</i>   |                    |
|             | 2. December 2021 Labor Market Summary  |                    |
|             | <i>Lawrence Thoo, Strategic Engagement Manager</i>                                   |                    |

- 3. Committee Observations on Local Labor Market**  
*Business Services Committee members*

**E. Workplan**

*Staff report and discussion*

*5 min*

*4:05 pm end*

**IV. OTHER**

Announcements, other housekeeping

**V. ADJOURNMENT**

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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.

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### **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.

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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.

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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.

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**I.**

# **Call to Order & Roll Call**

**II.**

**Open Forum**



## III.A

### Minutes Approval

[Action]

## **BUSINESS SERVICES COMMITTEE**

**December 14, 2021**

### **MINUTES**

STAFF: Melchor, Pham, Studebaker, Thoo, Tran

Guest: Greg Harris, Business Services Manager, Equus Workforce Solutions

NOTE: All votes were by roll call, unless otherwise indicated.

#### **I. CALL TO ORDER & ROLL CALL**

Chair George Chao called the Zoom meeting to order at 3:05 pm.

##### **Roll Call**

Present: Chao, Gomez, Koepp-Baker, McGrath, Smith, Takahashi (arrived at 3:34 p.m.), Taunk

Absent: Batra, Flynn

#### **II. OPEN FORUM**

Mr. Chao asked for any public comments. None were noted.

#### **III. BUSINESS**

##### **A. Minutes Approval**

ACTION: Ms. Koepp-baker moved, Ms. Smith seconded, and the Committee approved the minutes of the October 12, 2021, Business Services meeting, as follows:

AYES: Chao, Koepp-Baker, McGrath, Smith, Taunk

ABSTAINED: Gomez

##### **B. Employer Engagement**

1. **Updates on Facebook and Resilience Corps Digital Marketing Internships** — Mr. Pham summarized the program designs, reported on the status of the 2 programs, and shared success stories of 2 individuals.
2. **Bloom Energy** – Recruiting Assistance - Mr. Thoo reported that work2future is partnering with Alameda County WDB for a special recruitment to aid in the recruiting efforts for Bloom Energy. Huong Tran is the lead of the recruitment that is scheduled to happen in January.
3. **Olympus America Medical and Surgical** – Career accelerator - Mr. Thoo reported that work2future is in discussions with Olympus regarding participation in the Workforce Accelerator Fund career accelerator project and hopeful that they will bear fruit.
4. **QuantumScape** – workforce development – Mr. Thoo reported that this next-generation battery manufacturer will be doubling their workspace and

employees. They are looking for help in developing their workforce to sustain their growth.

### C. Services

1. **Manufacturing Job Fair** — Ms. Tran announced that staff and partners are planning an in-person manufacturing job fair late February. It would be the first in-person job fair since the beginning of the pandemic. Mr. Thoo added that there is also discussion around holding a smaller version of this job fair as an online job fair in late January, so that participants in the Resilience Corp program may be exposed to employment opportunities.
2. **Employer Demand-Driven Training and Employment Pilot (workforce accelerator fund project)** — Mr. Thoo reported that the first pilot was suspended two weeks after it began. Evergreen Valley College and CAES, the employer partner, evaluated the performance of the trainees during the two weeks and found that it would be virtually impossible for them to complete the program successfully. The material and pace of the curriculum seems to have been the hurdle for the participants. After a scheduled debriefing, the project partners will determine how to reboot the first pilot. The participants were paid fully for the hours attended.
3. **Incumbent Worker Training** — Mr. Thoo discussed the differences between Incumbent Worker Training (IWT) and WIOA On the Job Training (OJT). IWT gives Workforce Development Boards the opportunity to support businesses by subsidizing a portion of their costs for upskilling existing employees, whereas an OJT focuses on bringing new employees to businesses. Ms. Studebaker presented the draft policy. Mr. Thoo followed up with local distinctions of the policy. Clarification of the employer's share of cost was given by example. Staff hope to start the program in February.

### D. Business Intelligence

1. **October 2021 Labor Market Summary** — Mr. Thoo reported that the MSA unemployment rates have continued to drop. Between September and October, local employment growth was greatest in the private educational and health services sector. The labor force has had continual improvements, but we still aren't at pre-pandemic numbers yet.
2. **Rapid Response** — Ms. Tran reported that a WARN notice for Boston Scientific came in last week. 170 workers in total will be laid off from the end of January through the 2nd Quarter of 2022. The first wave will include 50 employees that will exit by end of January. Most positions moved to New Mexico, but four were affected by overseas job loss. This is a complete facility shutdown

and most of the jobs affected were production and assembly line workers. The first 50 have already been invited to a Rapid Response orientation scheduled for the day after the committee meeting.

#### **E. Workplan**

1. **Scheduling** – Mr. Thoo reminded the committee that they had previously discussed meeting every other month rather than every month in 2022. Mr. Thoo proposed that the committee keep a January 2022 meeting on the calendar and begin bimonthly meetings in February. Chair Chao agreed with the suggested scheduling for 2022. There were no objections.
2. **Meeting Convening** – Mr. Thoo explained that currently all meetings continue to be held virtually. The City has not yet conveyed when in-person meeting will resume.

**IV. Other** — Mr. Thoo updated members about the grand opening of the new center.

#### **V. ADJOURNMENT**

Chair Chao adjourned the meeting at 4:19 pm.

*Draft minutes prepared by M. Studebaker, reviewed by L. Thoo*

## **III.B**

# Employer Engagement

[Discussion]

## **EMPLOYER ENGAGEMENT**

Staff reports will include, without limitation:

1. Updates on Facebook and Resilience Corps Digital Marketing Internships
2. Update on discussions with QuantumScape, a next-generation battery development and manufacturing company headquartered in San Jose
3. Skillful Talent Workshops
4. Introductory meeting with Regional Medical Center, regarding workforce development
5. Other: TBA

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## III.C

Services

[Discussion]

## SERVICES

Staff reports will include, without limitation:

1. Job Fairs  
Report on recent and pending job fairs
2. **WAF 9.0 Career Accelerator Pilot #1 Reboot**  
Report on the reboot of the first pilot, which was suspended following initial assessments of trainees' progress
3. **Incumbent Worker Training**

# # #



## **III.D**

# Business Intelligence

[Discussion]

## **BUSINESS INTELLIGENCE**

Staff reports will include, without limitation:

1. Rapid Response Updates
2. December 2021 Labor Market Summary
3. Committee Observations on Local Labor Market  
Committee members share and discuss their observations of the labor market in Santa Clara County and the San Jose-Sunnyvale-Santa Clara Metropolitan Statistical Area.

###

Attachment: December 2021 Labor Market Summary slides

# December 2021 Labor Market Summary

# Unemployment Rates

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## **December 2021**

MSA: 3.0%

County: 2.9%

State: 5.0%

USA: 3.7%

## **November 2021**

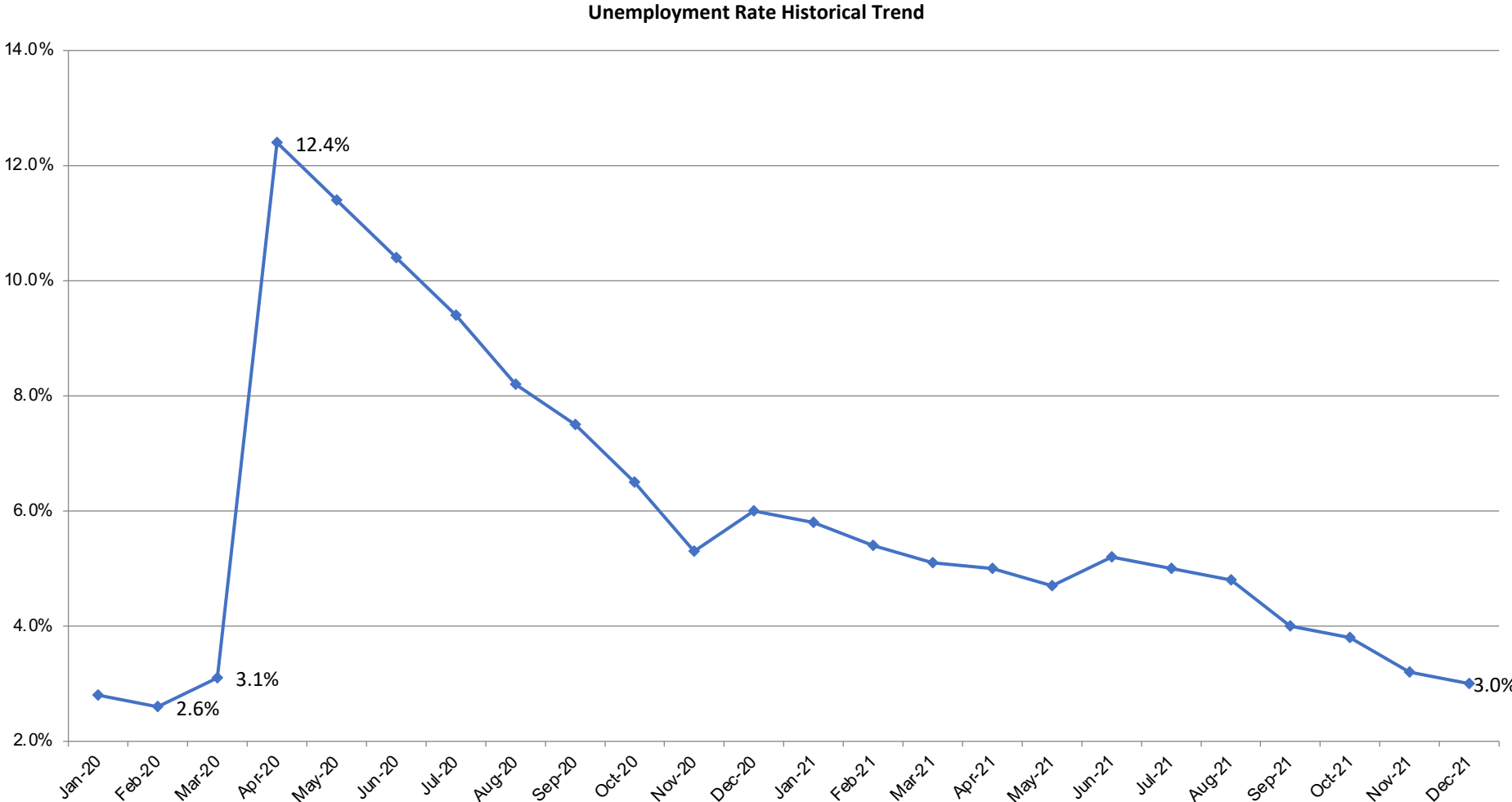
MSA: 3.2% (revised)

County: 3.2%

State: 5.4%

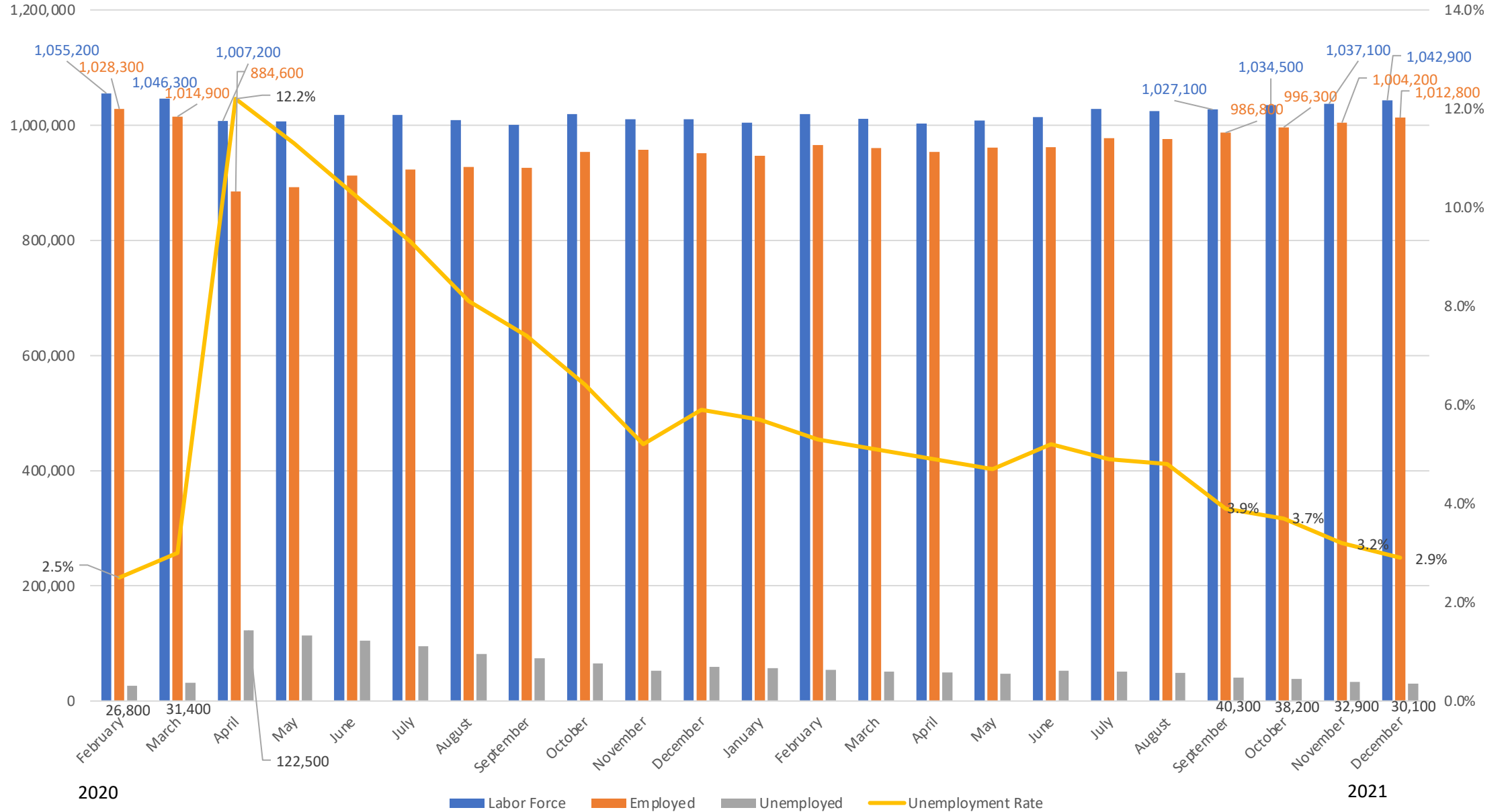
USA: 3.9%

San Jose-Sunnyvale-Santa Clara MSA



# Labor Force in Santa Clara County

BUSINESS SERVICES CMTE: 02-08-22  
AGENDA ITEM: III.D.2 Attachment



## **MSA Gained Estimated 6,100 Non-Farm Jobs between November and December 2021**

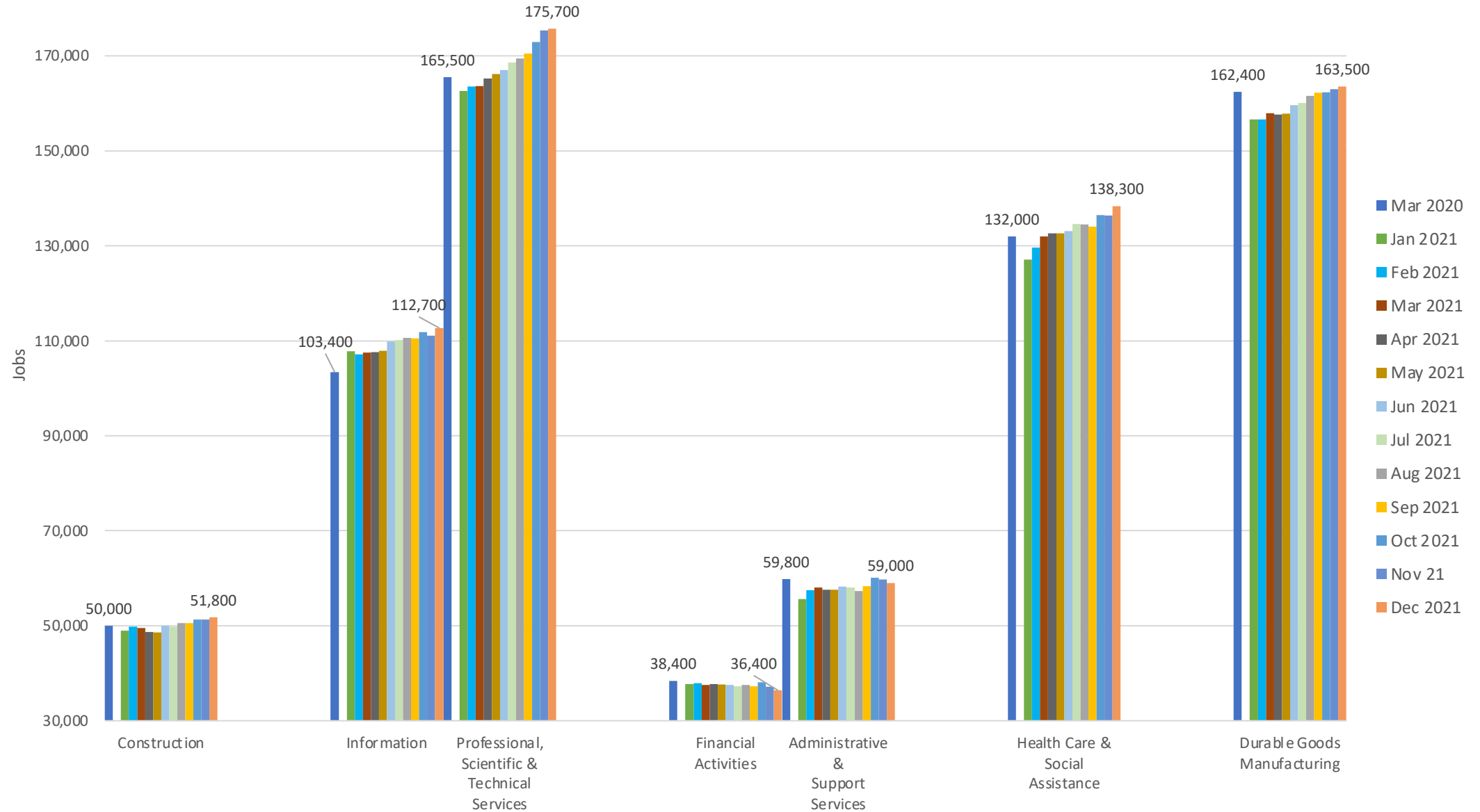
- Seasonal gains in Trade, Transportation, and Utilities led with 1,900
- Information added 1,600
- Healthcare and Social Assistance up 1,900
- Leisure and Hospitality up 1,200
  - Food Service and Drinking Places 800

## **MSA added 64,000 Jobs for the Year—6.0% Increase**

- Leisure and Hospitality added 24,300
  - Nearly 38% of overall gains
- Professional, Scientific, and Technical Services up 10,100
- Private Educational and Health Services up 9,700
  - Healthcare and Social Assistance up 7,600
- Manufacturing up 6,300
- Information up 5,500
- Trade, Transportation and Utilities up 2,800

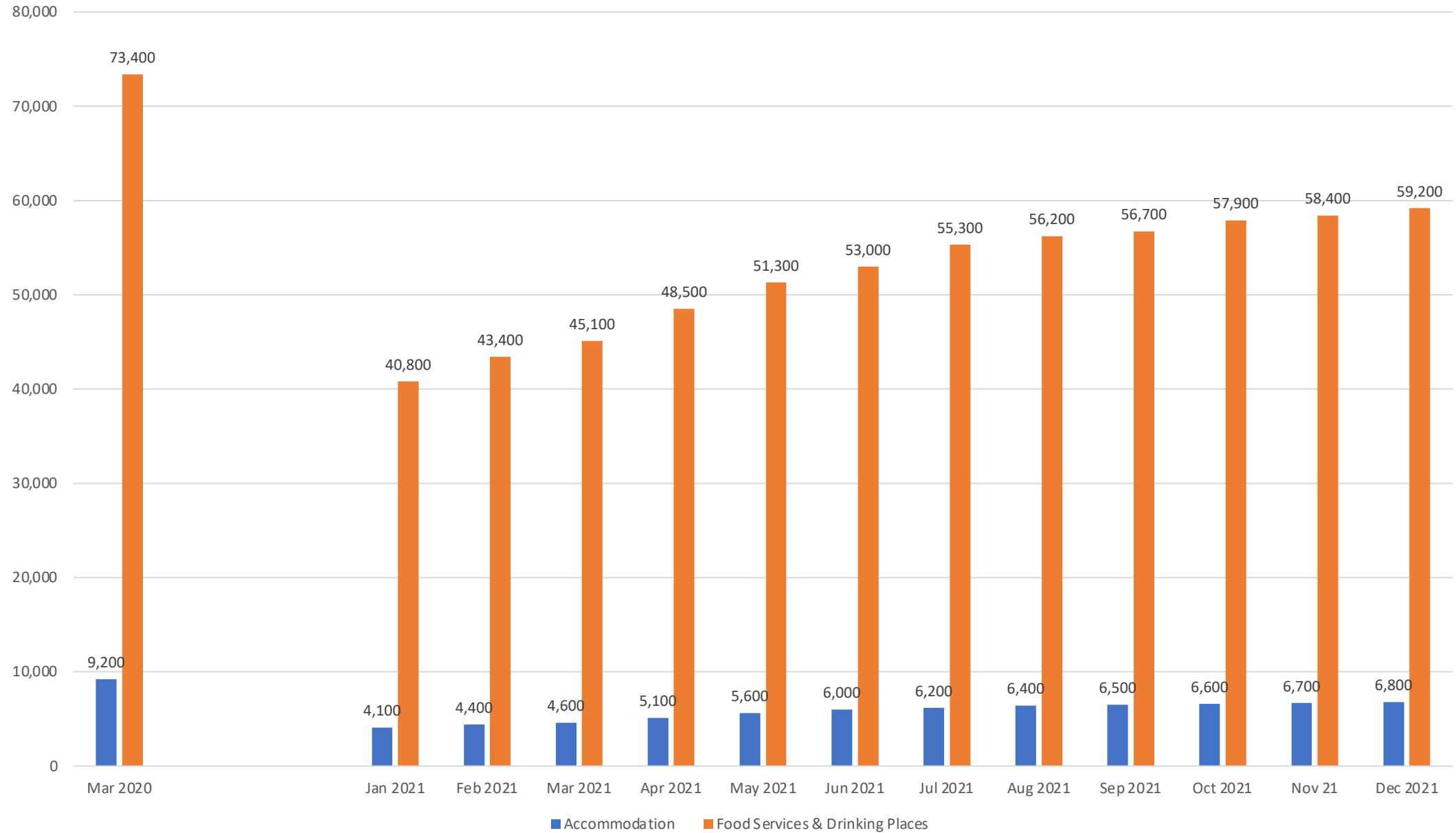


BUSINESS SERVICES CMTE: 02-08-22  
AGENDA ITEM: III.D.2 Attachment



## Leisure & Hospitality

BUSINESS SERVICES CMTE: 02-08-22  
AGENDA ITEM: III.D.2 Attachment



## **III.E**

Workplan

[Discussion]

## **WORKPLAN**

April 12, 2022 Business Services Committee meeting:

### **Employer Engagement**

Staff recommends that, in addition to receiving regular reports and updates, Committee members draw on their business expertise to propose and discuss how work2future can better engage with priority-sector businesses to learn their workforce needs to better shape the development of work2future's business services, and to promote those services to the business community.

### **Services**

Report on the reboot of the WAF 9.0 Career Accelerator Pilot #1, and on the development of Pilots #2 and #3.

Extended report on the development of Incumbent Worker Training.

### **Business Intelligence**

February 2022 Labor Market Summary

Committee observations and insights on the labor market

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**IV.**

Other

**V.**

Adjournment