



BUSINESS SERVICES COMMITTEE

Tuesday, April 12, 2022, 3:00 pm

www.work2future.org

COVID-19 NOTICE

Consistent with AB 361 and City of San Jose Resolution Nos. 79485, 80237, 80266, 80290, 80323, and 80343, 80363, 80400, 80445, 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 Kathryn.Azevedo@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.

BUSINESS SERVICES COMMITTEE

MEMBERS | 2022

George Chao, *Chair*

Manager, Advanced & Clean Tech Manufacturing
Manex

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, *Board Chair*

Principal
Enviro-Tech Services

*Not a work2future Board member

BUSINESS SERVICES COMMITTEE

April 12, 2022

3:00 pm

MEETING AGENDA

- | | |
|---|--------------------|
| I. CALL TO ORDER & ROLL CALL | <i>5 min</i> |
| | <i>3:05 pm end</i> |
| II. OPEN FORUM | <i>5 min</i> |
| Members of the public can address the committee on matters not on the agenda | <i>3:10 pm end</i> |
| III. BUSINESS | |
| A. Minutes Approval {Action} | <i>5 min</i> |
| Approve minutes of the February 8, 2022, Business Services Committee meeting | <i>3:15 pm end</i> |
| B. Employer Engagement | <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. Healthcare Providers: HCA Regional Medical Center, Good Samaritan Hospital Report; Santa Clara County Health Services
<i>Lawrence Thoo, Strategic Engagement Manager</i> | |
| 3. Skillful Talent Workshops
<i>Huong Tran, Business Services Lead</i> | |
| 4. Other | |
| C. Services | <i>20 min</i> |
| <i>Staff reports and discussion, including without limitation</i> | <i>3:50 pm end</i> |
| 1. Career Fairs
<i>Huong Tran, Analyst</i> | |
| 2. WAF 9.0 Career Accelerator Update
<i>Lawrence Thoo, Strategic Engagement Manager; Greg Harris, Business Services Manager, San Jose Career Center; Fidel Sanchez, Business Services Specialist</i> | |
| 3. Incumbent Worker Training
<i>Lawrence Thoo, Strategic Engagement Manager</i> | |
| D. Business Intelligence | <i>20 min</i> |
| <i>Staff reports and discussion, including without limitation</i> | <i>4:10 pm end</i> |
| 1. Rapid Response Updates
<i>Huong Tran, Business Services Lead</i> | |
| 2. February 2022 Labor Market Summary
<i>Lawrence Thoo, Strategic Engagement Manager</i> | |

3. Committee Observations on Local Labor Market

Business Services Committee members

4. Bay Peninsula RPU Apprenticeship Grant—Information

Lawrence Thoo, Strategic Engagement Manager

IV. **OTHER**

Announcements, other housekeeping

5 min

4:15 pm end

V. **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.

Open Forum

III.A

Minutes Approval

[Action]

BUSINESS SERVICES COMMITTEE

February 8, 2022

MEETING MINUTES

STAFF: Hupman, Pham, Thoo, Tran

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

I. CALL TO ORDER & ROLL CALL

Chair George Chao called the meeting to order at 3:02 pm.

Roll Call

Present: Chao, Gomez, Smith, Takahashi, Taunk. Koepp-Baker arrived at 3:05 pm

Absent: McGrath

5 min

3:05 pm end

II. OPEN FORUM

None

III. BUSINESS

A. Minutes Approval

Ms. Gomez moved to approve minutes of the December 14, 2021, Business Services Committee meeting. Ms. Smith seconded. The committee approved unanimously.

B. Employer Engagement

1. Analyst Nguyen Pham reported on the success of the Facebook Connections digital marketing internships project, shared success stories, and said that staff are exploring the possibility of a second round of the project. He reported that the Resilience Corps digital marketing project remains in progress and that participants are being provided a variety of workshops to prepare them for moving on after their participation is completed. A significant number are expected to finish their placements in April and another batch around October.
2. Senior Business Services Specialist Nakisa Hupman reported on continuing discussions with QuantumScape regarding their workforce expansion needs and help with shifting to a skills-focused approach in workforce development.
3. Lead Business Services Analyst Huong Tran and Ms Hupman described a Bay Peninsula regional Skillful Talent Workshops project, supported by the Markel Foundation, to train businesses to improve the effectiveness of their recruiting efforts by focusing on the skills they need for various positions, instead of relying on academic degrees or other academic credentials as a primary screening filter. Information is being distributed on the work2future website and newsletters, and staff are reaching out directly to businesses with which they have contacts. Staff will distribute additional information to committee members who are interested in
4. Strategic Engagement Manager Lawrence Thoo reported that senior staff are working to increase engagement with the health care sector. Staff have been in conversation with Kaiser for some time, leading to the development of an enhanced medical assistant training that includes skills from several related occupations. Senior staff had a recent introductory meeting with the CEO of Regional Medical Center and Board member Steve Preminger is facilitating the arrangement of an introductory meeting with Santa Clara County's health services leadership.

C. Services

1. Ms. Tran reported that concerns about the COVID-19 Omicron surge has delayed work2future's planned first in-person job fair, focused on opportunities in manufacturing. It has been rescheduled to April 20. The goal is to have 20 employers on site at the San Jose Career Center.
2. Ms. Hupman reported on the WAF 9.0 Career Accelerator Pilot #1 reboot with CAES. There had been 22 applications after recruiting was revamped and outreach intensified. CAES shared with Ms. Hupman that candidates seemed stronger, and they had selected four candidates for the pilot. In addition, CAES had identified from the applicant pool a candidate they would consider for a different position with the company. The pilot has a planned February 22 start. Ms. Hupman also provided additional detail about the training program. Mr. Thoo explained that the length of each pilot project is determined in large measure by the budget, as the trainees are paid for both work experience and classroom training.
3. Mr. Thoo informed the committee that the development of Incumbent Worker Training is taking longer than expected and that he would have more information at the next meeting.

D. Business Intelligence

Staff reports and discussion, including without limitation

1. Ms. Tran reported receiving WARN notices from a Telecom company which is closing a warehouse and will lay off 71 employees and the San Jose Giants. The latter flagged 179 seasonal layoffs and there is no net impact expected.
2. Mr. Thoo presented a summary of the labor market for December 2021, noting that the unemployment rate continues to fall, recovering to about rates immediately before the pandemic measures took effect. The county's labor force also continued to recover, and the number of people looking for work is at its lowest point since the pandemic began. He reported on the state of work2future's priority sectors, observing that Financial Activities and Business Services have still not recovered from the pandemic.
3. Ms. Taunk offered that she plans to bring the Skillful Talent resource to her colleagues, as they are eager to see how they can improve their recruitment, which continues to be a challenge. Mr. Takahashi offered similar remarks regarding recruiting challenges and the Skillful Talent resource, and asked staff to make referrals from layoffs, when possible. Ms. Tran said staff can also look at resuming company-specific job fairs. When prompted, Mr. Takashi said that CAES anticipates an increase for engineering talent and a steady need for assembly and technician talent, all of which is "very hard". CAES is placing a high priority on talent retention.

E. Workplan

Mr. Thoo said that staff hopes that the committee will increase its sharing of perspective from the field to better guide the business engagement and services. He said that staff plans to discuss with the committee at the April 12 meeting its suggestions for how the staff can better engage with priority sector businesses to learn how to better serve them. Staff will also report on the Career Accelerator pilot #1 reboot and future pilots. Chair Chao suggested that it would be good to invite employers not represented on the committee to offer their perspectives. Mr. Thoo concurred and invited committee members to discuss the idea with him.

IV. OTHER

Mr. Thoo introduced Ms. Sylwia Palcewska, Equus Workforce Solutions' new project director for work2future and in charge of career services at the San Jose Career Center. Mr. Thoo informed the committee that the San Jose Career Center would celebrate the opening of its new location, 1608 Las Plumas Ave, on a new date, March 24. Finally, Mr. Thoo said that it's very likely that in-person meetings would resume in April or shortly afterwards, as the Governor's emergency declaration is due to expire at the end of March.

V. ADJOURNMENT

Mr. Chao adjourned the meeting at 4:17 pm.

Draft minutes prepared by L. Thoo

DRAFT

III.B

Employer Engagement

[Discussion]

EMPLOYER ENGAGEMENT

Staff reports will include, without limitation:

1. Updates on Facebook and Resilience Corps Digital Marketing Internships
2. Healthcare Providers: HCA Regional Medical Center, Good Samaritan Hospital; Santa Clara County Health Services
3. Skillful Talent Workshops
4. Other: TBA

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III.C

Services

[Discussion]

SERVICES

Staff reports will include, without limitation:

1. **Career Fairs**
Report on planned career fairs, including April 20, 2022—Manufacturers at San Jose Career Center, May 3, 2022—multiple Industries at San Jose City College, June 2022 TBA—multiple industries at a location TBA in East San Jose, etc.
2. **WAF 9.0 Career Accelerator Update**
Report on the reboot of the first pilot and plans for the next pilot.
3. **Incumbent Worker Training**
Discussion of key policy elements

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III.D

Business Intelligence

[Discussion]

BUSINESS INTELLIGENCE

Staff reports will include, without limitation:

1. Rapid Response Updates
2. February 2022 Labor Market Summary
3. Committee Observations on Local Labor Market
4. Bay Peninsula RPU Apprenticeship Grant

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IV.

Other

V.

Adjournment