



BUSINESS SERVICES COMMITTEE

Tuesday, June 14, 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, 80343, 80363, 80400, 80445, 80481 and 80507, 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 Lawrence.Thoo@sanjoseca.gov by 10:00 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 Deanna.Walter@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*

Director of Strategic Partnerships
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

June 14, 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 April 12, 2022, Business Services Committee meeting | <i>3:15 pm end</i> |
| B. Employer Engagement | <i>10 min</i> |
| <i>Staff reports and discussion, including without limitation</i> | <i>3:25 pm end</i> |
| 1. Meta/Facebook Marketing Internship Updates | |
| <i>Sylwia Palczewska, Project Director, Equus Workforce Solutions</i> | |
| 2. Skillful Talent Workshops | |
| <i>Huong Tran, Analyst, Business Services</i> | |
| 3. Other | |
| C. Services | <i>20 min</i> |
| <i>Staff reports and discussion, including without limitation</i> | <i>3:45 pm end</i> |
| 1. Career Fairs | |
| <i>Huong Tran, Analyst, Business Services</i> | |
| 2. WAF 9.0 Career Accelerator Update | |
| <i>Lawrence Thoo, Strategic Engagement Manager; Fidel Sanchez, Business Services Specialist</i> | |
| 3. Incumbent Worker Training | |
| <i>Deanna Walter, Project Manager, Strategic Engagement</i> | |
| D. Business Intelligence | <i>25 min</i> |
| <i>Staff reports and discussion, including without limitation</i> | <i>4:10 pm end</i> |
| 1. Rapid Response Updates | |
| <i>Huong Tran, Analyst, Business Services</i> | |
| 2. Labor Market Update | |
| <i>Lawrence Thoo, Strategic Engagement Manager</i> | |
| 3. Funding Updates | |
| <i>Lawrence Thoo, Strategic Engagement Manager</i> | |
| IV. OTHER | <i>5 min</i> |
| <i>Announcements, committee housekeeping</i> | <i>4:15 pm end</i> |

- A. Update on resumption of in-person meetings
- B. Other

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

April 12, 2022

MEETING MINUTES

STAFF: Pham, Thoo, Tran

GUEST: Greg Harris, Business Services Manager, San Jose Career Center

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 3:01 pm.

Roll Call

Present: Chao, Smith (3:30 p.m.), Takahashi, Taunk, Koepp-Baker, McGrath

II. OPEN FORUM

None

III. BUSINESS

A. Minutes Approval

Ms. Koepp-Baker moved to approve minutes of the February 8, 2022, Business Services Committee meeting. Mr. Takahashi seconded. The committee approved unanimously.

B. Employer Engagement

- 1. Facebook and Resilience Corps** - Analyst Nguyen Pham reported on the success of the Facebook Connections digital marketing internships project, shared success stories, and said that staff have scheduled a second round of the project in July 2022. He reported that the Resilience Corps digital marketing project has 40 participants with an 89% retention rate, and the cohort is scheduled to end in December 2022. The Facebook cohort has an 87% retention rate, and the 2nd phase is scheduled to start in July 2022.
- 2. Healthcare Providers: HCA Regional Medical Center, Good Samaritan Hospital, Santa Clara County Health Services** -Strategic Engagement Manager Lawrence Thoo reported that senior staff are continuing work to increase engagement with the health care sector. work2future is supporting recruiting efforts at HCA Regional Medical Center, Good Samaritan, and Santa Clara Health Services.
- 3. Skillful Talent Workshops** - Lead Business Services Analyst Huong Tran reported on the Bay Peninsula regional Skillful Talent Workshops that are offered free to employers 2 times per month, 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. Ms. Huong shared a flyer with committee members so they could promote this training opportunity inside and outside of their respective organizations.

C. Services

- 1. Career Fairs** - Ms. Tran reported on the planning for the April 20th Manufacturing Career Fair; 16 employers, 6 resource providers, and 140 registrants are expected. A joint job fair with San Jose

City College is planned for May 3rd and 30 employers are expected to participate. Staff are also working on a job fair for Bloom Energy and will be assisting at a Caltrans hiring event.

2. **WAF 9.0 Career Accelerator Update** – Mr. Thoo reported that recruiting outreach for the WAF 9.0 Career Accelerator Pilot with Flex Interconnect Technologies (FIT) has begun. FIT’s goal is to select five trainees in time to begin class and hands-on training on May 31, the day after the Memorial Day holiday.
3. **Incumbent Worker Training** – Mr. Thoo gave an overview of Incumbent Worker Training (IWT). He explained that this is available for employees that have been with an employer at least 6 months and can be used to either promote employees or retain an employee that otherwise would be in danger of being laid off. He informed the committee that work2future plans to offer up to \$10K per employee and hopes to begin the program by the end of this fiscal year.

D. Business Intelligence

Staff reports and discussion, including without limitation

1. **Rapid Response Updates** - Ms. Tran reported receiving WARN notices from SunPower (for 89 individuals) and ARM Inc. (for 80 individuals).
2. **February 2022 Labor Market Summary** - Mr. Thoo presented a summary of the labor market for February 2022, 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 with an unemployment rate of 2.9%, 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 and on the 53 in-demand quality occupations with an average wage of \$64.00.
3. **Committee Observations on Local Labor Market** - Ms. Taunk offered that her organization is now hiring more direct, not “temp to perm” as was common in the past. Ms. Smith stated that Kaiser was being more flexible in its education and experience requirements due to their nearly 20% vacancy rate. Mr. Takahashi offered similar remarks regarding recruiting challenges and the very competitive labor market.
4. **Bay Peninsula RPU Apprenticeship Grant Information** – Mr. Thoo informed the committee that San Francisco, NOVA, and work2future, the Bay Peninsula Regional Planning Unit (RPU), will be submitting a DOL grant application to help employers develop apprenticeships in non-traditional sectors such as IT and healthcare.

IV. OTHER

Mr. Thoo announced that the next Business Services Committee meeting would be held on June 14, 2022.

V. ADJOURNMENT

Mr. Chao adjourned the meeting at 4:23 pm.

III.B

Employer Engagement

[Discussion]

EMPLOYER ENGAGEMENT

Staff reports will include, without limitation:

1. Recruiting for a second round of the Meta/Facebook Career Connections internship project has been completed, selections of both interns and host businesses have been made and career services staff are working on matching interns to businesses. Sylwia Palczewska, Project Director, Equus Workforce Solutions, will report.
2. Business Services Lead Analyst Huong Tran will report on participation in and changes to the Skillful Talent workshops project.
3. Other: TBA

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III.C

Services

[Discussion]

SERVICES

Staff reports will include, without limitation:

1. **Career Fairs**

Business Services Lead Analyst Huong Tran will report on recently complete career fairs, including the April 20, 2022, partnership with Manufacturing: San Jose, and the May 3, 2022, partnership with San Jose City College; as well as upcoming career fairs on June 23, 2022, partnership with Bloom Energy, and a planned large recruiting event in the fall for both youth and adult job seekers.

2. **WAF 9.0 Career Accelerator Update**

Strategic Engagement Manager Lawrence Thoo will report on the Flex Interconnect Technologies career accelerator pilot which began training on May 31, 2022. Business Services Specialist Fidel Sanchez will provide additional information.

3. **Incumbent Worker Training**

Strategic Engagement Project Manager Deanna Walter will report on progress in the development of the new Incumbent Worker Training program.

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III.D

Business Intelligence

[Discussion]

BUSINESS INTELLIGENCE

Staff reports will include, without limitation:

1. **Rapid Response Updates**

Business Services Lead Analyst Huong Tran will report on layoff related activity since the committee's April 12, 2022, meeting

2. **Labor Market Update**

Strategic Engagement Manager Lawrence Thoo will report on regional labor market conditions and national trends that may impact local conditions.

3. **Funding Updates**

Strategic Engagement Manager Lawrence Thoo will report on grants-related activity that have potential impact on business services.

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IV.

Other

Announcements, committee housekeeping

A. Update on resumption of in-person meetings

B. Other

V.

Adjournment