



## BUSINESS SERVICES COMMITTEE

Tuesday, October 11, 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. 80628, 80659, and 80685, 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](mailto:Lawrence.Thoo@sanjoseca.gov) by 1:00 pm 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](mailto: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

Ricardo Benavidez

Director of Infrastructure  
Google LLC

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

\*Stakeholder member

## BUSINESS SERVICES COMMITTEE

October 11, 2022

3:00 pm

### MEETING AGENDA

- |  |                                     |
|--|-------------------------------------|
| <b>I. CALL TO ORDER &amp; ROLL CALL</b>  | <i>5 min</i><br><i>3:05 pm end</i>  |
| <b>II. OPEN FORUM</b><br>Members of the public can address the committee on matters not on the agenda  | <i>5 min</i><br><i>3:10 pm end</i>  |
| <b>III. BUSINESS</b>   |                                     |
| <b>A. Minutes Approval {Action}</b><br>Approve minutes of the August 30, 2022, Business Services Committee meeting   | <i>5 min</i><br><i>3:15 pm end</i>  |
| <b>B. Employer Engagement</b><br><i>Staff reports and discussion, including without limitation</i>   | <i>15 min</i><br><i>3:30 pm end</i> |
| <b>1. Layoff Activity</b><br><i>Huong Tran, Lead Analyst, Business Services Rapid Response</i><br>Updates on layoff notices and related activity since the committee's August 30, 2022, meeting  |                                     |
| <b>2. WAF 9.0 Career Accelerator Employer Engagement</b><br><i>Fidel Sanchez, Business Services Specialist</i><br>Update on the search for additional employer partners for the advanced manufacturing technician career accelerator pilots supported by the Workforce Accelerator Fund 9.0 grant from the state workforce development board |                                     |
| <b>C. Services</b><br><i>Staff reports and discussion, including without limitation</i>  | <i>20 min</i><br><i>3:50 pm end</i> |
| <b>1. Career Fairs</b><br><i>Huong Tran, Lead Analyst, Business Services Rapid Response</i><br>Report on the San Jose Career Expo held on September 23, 2022, at the San Jose Convention Center South Hall, and other job fairs, recent and upcoming.  |                                     |
| <b>2. Incumbent Worker Training</b><br><i>Deanna Walter, Project Manager, Strategic Engagement</i><br>Report on the rollout of Incumbent Worker Training   |                                     |
| <b>D. Business Intelligence</b><br><i>Staff reports and discussion, including without limitation</i>   | <i>10 min</i><br><i>4:00 pm end</i> |
| <b>1. Labor Market Update</b><br><i>Lawrence Thoo, Strategic Engagement Manager</i><br>Report and discussion on the labor market in and around Santa Clara County  |                                     |

**E. Members' Roundtable**

*George Chao, Business Services Committee Chair*

*10 min  
4:10 pm end*

Committee member share observations on their business, their industry and/or the economy generally which they think will or should impact the local workforce or how/what business services work2future should provide

**IV. OTHER**

*Announcements, committee housekeeping*

*5 min  
4:15 pm end*

**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**

**Approval of the acceptance of:**

A. Minutes of the August 30, 2022, Business Services Committee meeting

**[Action]**

**BUSINESS SERVICES COMMITTEE**  
**August 30, 2022**  
**MEETING MINUTES**

STAFF: Tran, Thoo, Sanchez, Walter

GUESTS: Greg Harris, Business Services Manager, Equus Workforce Solutions and Michael Hernandez, Adjunct Professor, Evergreen Valley College

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 3:04 pm.

**Roll Call**

**Present:** Chao, Koepp-Baker, McGrath, Taunk, Takahashi (arriving 3:08), Smith (arriving 3:38)

**II. OPEN FORUM**

Mr. Chao opened the floor for public comment. There was none.

**III. BUSINESS**

**A. Minutes Approval**

Ms. McGrath moved to approve the minutes of the June 14, 2022, Business Services Committee meeting. Mr. Takahashi seconded. The committee approved unanimously.

**B. Employer Engagement**

*Staff reports and discussion, including without limitation*

- 1. Meta/Facebook Marketing Internship Updates** – Equus Workforce Solutions Business Services Manager Greg Harris provided a wrap-up report on the Career Connections partnership between work2future and Meta/Facebook. The project paired small businesses in Santa Clara County with interns trained in digital marketing. There was no cost for the participating businesses. Facebook provided and funded a 5-week mentoring/training program for young adults in digital and social media marketing. 22 interns completed the training and the work experience portion of the program. All required documents have been completed. Participating interns received ongoing support from the Equus staff throughout the duration of the program. Final evaluations are underway. Mr. Harris noted that participating employers came from low-income census tract areas in San Jose representing a wide range of industries.
- 2. Layoff Activity** – Lead Business Services Analyst Huang Tran gave an update on recent layoff activity in the region and work2future's Rapid Response efforts. The first of two WARN notices in July was for a small marijuana dispensary with 14 impacted workers, eight of whom attended a Rapid Response orientation session. Second, Amy's Kitchen, a large food manufacturer closed their San Jose production facility with 330 impacted workers. The work2future team provided four Rapid Response orientation sessions in multiple languages. In coordination with the facility's HR team and Equus Workforce Solutions, the Business Services team held a job fair for the laid-off workers at the San Jose Career Center. 15 local employers attended the job fair, as did over 75 of the impacted workers. Several workers were hired at the event with many interviews scheduled in the following weeks.

### C. Services

- 1. Career Fairs** – Ms. Tran reported on recent job fair activity including two recent events in June and July. On June 23, 2022, work2future hosted a Career Fair in partnership with Bloom Energy and the San Jose Mayor’s Office. 22 employers participated with over 260 job seekers in attendance. Ms. Tran also highlighted a San Jose Works job fair with a focus on youth employment. On July 26, 2022, 25 employers and 150 job seekers attended the latter event at the San Jose Career Center. The next focus for the Business Services team is the San Jose Career Expo in September. The Career Expo will be a coordinated effort between work2future and SJ Works. It is slated to be a large event with 80+ employers and community resources. The team anticipates 500+ job seekers to attend.
- 2. WAF 9.0 Career Accelerator Update** – Strategic Engagement Manager Lawrence Thoo gave a report on the conclusion of the recent WAF 9.0 Career Accelerator Pilot with Flex Interconnect Technologies (FIT). Four participants successfully completed the training and work experience portions of the program and received offers for permanent employment at FIT. Michael Hernandez, lead faculty advisor on behalf of Evergreen Valley College, gave the committee his thoughts on the pilot. Mr. Hernandez was instrumental in the planning of the program and provided most of the classroom training. He stated that the ‘earn and learn’ program was very successful and should be a model for industries to adapt as an ongoing hiring and training effort. He credits the success of the program to the dynamic collaborative effort between the school and the employer as they aligned classroom learning topics with real-world hands-on work experience that validated and expanded their training. Mr. Hernandez noted an effort happening at the state level to include work experience for educational credit. Fidel Sanchez, Business Services Specialist, gave an update on efforts to identify partner companies for the third and fourth rounds of the WAF 9.0 Career Accelerator Pilot. A discussion among the committee members around work experience and education ensued.
- 3. Incumbent Worker Training** – Project Manager Deanna Walter gave a status report on the Incumbent Worker Training (IWT) program. Ms. Walter shared that initial conversations with employers are underway and that outreach and communications pieces are in place. She anticipates that final legal approval from the city of San Jose will be completed within the month.

### D. Business Intelligence

*Staff reports and discussion, including without limitation*

- 1. July 2022 Labor Market Summary** – Strategic Engagement Manager Thoo reported on the status of the labor market in Santa Clara County and the San Jose-Sunnyvale-Santa Clara Metropolitan Statistical Area (MSA). He noted many mixed signals about the overall national economy, specifically a lower unemployment rate paired with higher inflation and lower GDP. Unemployment rates continue to remain low, while the labor participation rate is also lower than average in many parts of the county. The unemployment rate within the MSA is 2.2%, and within Santa Clara County is 2.3%, both indicators slightly down from the previous month. Month-to-month overall job gains were modest, with gains in professional/business services and leisure/hospitality compensating for larger than average losses in local government and education. Mr. Thoo indicated that the work2future will be evaluating its current priority industry sectors to determine if changes should be made to reflect local trends. The number of people in the labor market remains steady, nearing pre-pandemic levels. The number of people employed has continued to rise, slightly surpassing numbers from February 2020.

Regarding employer demand, Mr. Thoo detailed various statistics that reflect current complaints from employers about hiring and retention struggles. Job posting data highlighted increased demand for employment and a disparity between the number of job postings and unemployed

workers.

The committee discussed local employment reflections, training needs, and applicable funding streams.

**E. Member's Roundtable**

Committee members shared thoughts and experiences about a variety of topics: difficulty in maintaining adequate staffing levels at manufacturing facilities, new possibilities in the cyber security industry, implications of the recently signed CHIPS Act, local expenses inhibiting infrastructure investment, shortages in nursing and mental health professions, reskilling and upskilling existing employees for advancement opportunities, coordination between employers and local community colleges, work experience for high school students, easier/faster pathways to employment, cost-of-living and affordable housing solutions that are attractive to families, local licensing requirements, and state-level initiatives aimed at healthcare workforce development.

**IV. OTHER**

Mr. Thoo reminded the committee about the upcoming job fair and asked for assistance in promoting the event within their networks. He also announced the next work2future Board Meeting in September 2022.

**V. ADJOURNMENT**

Mr. Chao adjourned the meeting at 4:20 pm.

*Draft minutes prepared by D. Walter, reviewed by L. Thoo.*

## **III.B**

# **Employer Engagement**

## EMPLOYER ENGAGEMENT

Staff reports will include, without limitation:

1. **Layoff Activity:** Automotive and industrial technology company **onsemi** has announced the closure of its San Jose facility, resulting in the permanent loss of 88 jobs from technicians and administrative staff to vice-presidents. Business Services Rapid Response Lead Analyst Huong Tran will report on this and other WARN-eligible layoff activity since the committee's August 30, 2022, meeting
2. **WAF 9.0 Career Accelerator Employer Engagement:** Business Services Specialist Fidel Sanchez will update the committee on the ongoing canvassing for additional employer partners for the advanced manufacturing technician career accelerator pilots supported by the Workforce Accelerator Fund 9.0 grant from the state workforce development board.

###

**III.C**

**Services**

## SERVICES

Staff reports will include, without limitation:

1. **Career Fairs:** Business Services Lead Analyst Huong Tran will report on the San Jose Career Expo held on September 23, 2022, at the San Jose Convention Center South Hall, and other job fairs, recent and upcoming, including a pending collaboration with San Jose City College in November.
2. **Incumbent Worker Training**  
Strategic Engagement Project Manager Deanna Walter will report on the rollout of Incumbent Worker Training.

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**III.D**

# **Business Intelligence**

## **BUSINESS INTELLIGENCE**

Staff reports will include, without limitation:

- 1. Labor Market Update**

The unemployment rate in the San Jose-Sunnyvale-Santa Clara MSA was 2.4 percent in August 2022, up from a revised 2.2 percent in July 2022, but well below the year-ago estimate of 4.7 percent. This compares with an unadjusted unemployment rate of 4.1 percent for California and 3.8 percent for the nation during the same period. The unemployment rate was 2.3 percent in Santa Clara County. Strategic Engagement Manager Lawrence Thoo will report on and discuss this and other regional labor market conditions.

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# **III.E**

## **Members' Roundtable**

### **MEMBERS' ROUNDTABLE**

Business Services Committee Chair George Chao will lead committee members in sharing observations on their business, their industry and/or the economy, generally, which they feel will or should impact the local workforce. The committee will discuss how or what business service work2future should provide in response.

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**IV.**

**Other**

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**V.**

**Adjournment**